



Job Description: Customer Service Associate

Tulsa Metropolitan Ministries (TMM)

Location	Bazaar – 5215 E Pine St. Tulsa, OK 74115
Reports To	Store Manager
Second Level Report	TMM Executive Director
Document revision	February 2026 – First Revision

Job Summary

The Customer Service Associate is the first point of contact for customers and plays a vital role in creating a welcoming, inclusive environment for all community members—children and adults alike. This position ensures smooth store operations by providing exceptional customer service, maintaining inventory, and supporting community engagement initiatives.

Duties and Responsibilities

- Greet customers warmly and assist with locating products.
- Provide inclusive and respectful service to all customers, ensuring a safe and friendly environment.
- Operate cash registers, process transactions accurately, and handle returns/exchanges.
- Stock shelves, rotate products, and maintain organized displays.
- Keep the store clean and safe, following health and safety guidelines.
- Assist with community programs or events hosted by the store.
- Communicate effectively with customers about promotions, product details, membership details and store policies.
- Monitor inventory levels and report shortages to management.
- Handle customer inquiries and resolve complaints professionally.

Required Skills

- Strong customer service and interpersonal skills.
- Ability to work in a diverse and inclusive environment.
- Basic technology skills and the ability to learn Point of Sale (POS) system.
- Attention to detail and organizational ability.
- Ability to multitask in a fast-paced setting.
- Good communication skills for engaging with community members and collaborating with team members.

Physical Requirements

- Ability to stand for extended periods (up to 8 hours).
- Lift and carry up to 40–50 lbs.
- Bend, stoop, and reach for stocking shelves.
- Comfortable working in varying temperatures (coolers, outdoor events).



Education and Experience

- Minimum 8th grade level education, with strong reading and writing skills.
- Demonstrate basic comfort with technology and software, with ability to learn POS.
- Previous retail or customer service experience is a plus but not required.
- Familiarity with point-of-sale (POS) systems is helpful but not required.
- Bi-lingual is preferred but not required.

Essential Job Functions

- Deliver excellent customer service to all patrons.
- Ensure accurate transactions and inventory management.
- Promote inclusivity and respect in every interaction.
- Maintain store cleanliness and safety standards.
- Collaborate with team members to achieve daily goals, assist during peak hours, and resolve issues promptly.
- Follow all company policies, procedures, and safety guidelines.
- Support community engagement activities and represent the store positively.
- Present clean, business casual and professional appearance for front of store

Acknowledgment of Receipt

I acknowledge that I have received and read the job description for the position of **Customer Service Associate**. I understand the duties, responsibilities, and expectations outlined above.

Employee Name (Print): _____

Employee Signature: _____

Date: _____

Hiring Manager

Manager Name (Print): _____

Manager Signature: _____

Date: _____