



Job Description: Customer Service Team Lead

Tulsa Metropolitan Ministries (TMM)

Location	The Bazaar – 2515 E. Pine Street, Tulsa, OK 74115
Reports To	Store Manager
Second Level Report	TMM Executive Director
Document revision	February 2026 - Original

Job Summary

The Team Lead supports the Store Manager in daily operations and plays a critical role in fostering an inclusive, community-centered environment for customers, volunteers, and staff. This position is responsible for leading daily floor operations, providing training and coaching to team members, overseeing financial and operational accuracy, and maintaining a clean, organized, and professional store environment. The Team Lead models TMM values by promoting dignity, respect, and community engagement throughout all interactions.

Duties and Responsibilities

Leadership & Team Support

- Provide daily direction, coaching, and support to store associates.
- Delegate tasks, monitor progress, and ensure work is completed accurately and efficiently.
- Serve as the acting supervisor in the absence of the Store Manager.
- Foster a positive, inclusive environment aligned with TMM's community-focused mission.

Store Operations

- Oversee customer service standards and ensure consistent delivery of high-quality, respectful service (aligned with Customer Service Associate expectations).
- Monitor inventory levels, coordinate restocking, and maintain appealing displays.
- Assist with Point of Sale (POS) oversight, including drawer verification and resolving register discrepancies.
- Address and resolve customer concerns and operational issues professionally.

Community Engagement

- Support community programs, events, and outreach activities hosted through the Bazaar location.
- Represent TMM positively in all interactions with partner organizations, donors, and customers.

Safety & Compliance

- Ensure team adherence to all safety policies and operational guidelines.
- Maintain cleanliness, organization, and safety across the store and storage areas.

Required Skills

- Strong leadership, coaching, and interpersonal skills.
- Ability to collaborate positively in a diverse, inclusive environment.
- Effective communication and conflict-resolution abilities.
- Proficiency with basic technology, including POS systems and inventory tools.
- Strong organizational skills and the ability to manage multiple priorities in a fast-paced environment.
- Ability to model professionalism, accountability, and team-first behaviors.



Physical Requirements

- Ability to stand for extended periods (up to 8 hours).
- Lift and carry up to 40–50 lbs.
- Bend, stoop, and perform physical tasks related to store operations.
- Comfortable working in varying temperatures (coolers, outdoor events).

Education and Experience

- High school diploma or equivalent preferred.
- Prior retail, community service, or customer-facing experience required; leadership experience strongly preferred.
- Experience with community-based organizations or mission-driven work is a plus.
- Bi-lingual skills preferred but not required.

Essential Job Functions

- Deliver excellent customer and community-focused service.
- Lead team members and volunteers to maintain accurate transactions, inventory controls, and operational standards.
- Promote inclusivity and respect in every interaction.
- Maintain store cleanliness, safety, and preparedness for customers and volunteers.
- Collaborate with staff and leadership to achieve daily goals and support a high-functioning team environment.
- Model and uphold all TMM policies, procedures, and safety guidelines.
- Support community engagement activities and represent TMM positively in all settings.
- Maintain clean, professional appearance appropriate for a front-of-store leadership role.
- Other duties as assigned. This job description is not exhaustive and may be revised at any time to meet organizational needs.

Acknowledgment of Receipt

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

Employee Name (Print): _____

Employee Signature: _____

Date: _____

Hiring Manager

Manager Name (Print): _____

Manager Signature: _____

Date: _____



Disclaimers and Notifications

Employment is contingent upon successful completion of applicable background checks and verification processes.

Employment with Tulsa Metropolitan Ministries (TMM) is at-will. This job description does not constitute a contract of employment and may be modified at any time.

This job description is not exhaustive and may be revised at any time to meet organizational needs.

TMM is an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, color, religion, sex, national origin, age, disability, or any other protected status under applicable law.

TMM will provide reasonable accommodations, in accordance with the Americans with Disabilities Act (ADA) and applicable Oklahoma and federal laws, to enable qualified individuals with disabilities to perform the essential functions of this position.
