

# Customer Service Assistant

East of  
England  
COOP

## Job Description

### The purpose of your role in Our Co-op

As a Customer Service Assistant (CSA), you are often the first point of contact in-store for our members and customers. Your role is key to your store's success, through delivering excellent customer service and contributing to the overall high standards, availability, and compliance of your branch. Working for our co-op means working collaboratively with our food stores, post offices, and forecourts, to ensure seamless operations and excellent customer service.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

### The Team you are joining

Our Food Store team, which includes forecourts and post offices, is at the heart of our co-op. As an independent retailer, our food retail business plays a vital role in delivering profit, by ensuring we provide high-quality products and exceptional service. Our team is dedicated, dynamic, and passionate about creating a positive shopping experience and fostering a sense of community in our stores. We focus on sustainability, local sourcing, and customer satisfaction. Our Food Store team uphold our values which enables success. Joining this team means being part of a community where innovation is encouraged, and every member is valued for their contribution to our shared goal.

### Things you need to know

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – you'll be advised if this is the case for your particular role.

Colleagues under the age of 18 will not be able to process all age-related sales (ARS), without supervision from a member of the management team.

### The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused

### Your reporting lines

#### Location

Branch

#### Department

Food Stores

#### Reports to

Branch Manager



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### What you will be working on at Our Co-op

#### 1. Customer Service Excellence

- Collaborate with the team to deliver a welcoming and supportive service to both members and customers. This involves assisting customers at the till point and on the shop floor, ensuring their needs are met with friendliness and efficiency.

#### 2. Membership Promotion

- Actively promote membership to customers and support membership campaigns within the store. Encourage customers to sign up for membership and explain its benefits.

#### 3. Engagement with Campaigns

- Participate in in-store and wider campaigns, such as community events, supported by the co-op. Engage with customers and the community to support these initiatives and enhance the co-op's presence and reputation. Flexibility in supporting other departments, locations, and services – when required, including food, post office, forecourt, and in-store bakery – cross-training will be provided.

#### 4. Compliance and Safety

- Ensure strict adherence to statutory and in-house policies, processes, and guidelines at all times. This includes maintaining compliance with health and safety regulations, food hygiene and safety standards, cash handling procedures, and Challenge 25 policy during age-related transactions.

#### 5. Stock Management and Control

- Assist in controlling stock condition and minimising wastage through effective handling, rotation, and storage routines. Maintain optimal stock availability by efficiently managing deliveries and overseeing stock management processes.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

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## Our Values

At Our Co-op, we live by a set of four values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



To find out more about our values, visit [www.eastofengland.coop/careers/our-values](http://www.eastofengland.coop/careers/our-values)