

Customer Service Associate

The Foundation for Advanced Education in Sciences (FAES) located at the National Institutes of Health (NIH) in Bethesda, MD is seeking an entry-level professional candidate for a growing business dedicated to serving a vibrant, dynamic community. This role is on-site and expected to work in-person Monday through Friday. The Customer Service Associate position is responsible for consistently providing outstanding customer service and conducting a variety of tasks to ensure operational excellence and achievement of business directives. This is an excellent opportunity for the right candidate to gain experience in a thriving business serving the nation's premier biomedical facility.

Essential Duties and Responsibilities (other duties may be assigned):

- Provide a high level of customer service to all patrons. Exhibit a cheerful, can-do attitude to establish rapport and confidence in products and services
- Ensure all open/close procedures are accurately completed
- Prepare incoming merchandise for display and sale, using established visual merchandising standards and techniques
- Assist to achieve budgeted financial performance through effective salesmanship, using good judgment to solve problems, and ensuring loss prevention protocols are executed at all times
- Properly record sales, returns, and other sales transactions to accurately track inventory
- Ensure daily established standards are met regarding sales floor condition being "grand-opening" ready at all times, and ensuring a fully stocked sales floor, as well as organized back stock of merchandise to support sales
- Demonstrate effective prioritization and organization to complete a greater volume of work when necessary, at those times when business activity is higher than normal
- Show flexibility by being willing to provide coverage at other locations when necessary in the absence of other team members

As Needed:

- Process markdowns
- Prepare reorders for assigned vendors for manager's review
- Monitor remaining inventory and recommend reorders to supervisor
- Assist to fulfill ecommerce and telephone orders

Qualifications and Required Skills:

- Must have a self-starter attitude, with the ability to work independently
- Must display confidence with customer interactions, with the ability to solve problems independently
- Must be neat, organized, and have the ability to maintain daily, monthly, and yearly files/paperwork
- Experience with visual merchandizing techniques, and possess an ability to maintain an orderly, attractive store environment
- Experience using Microsoft Office, and the ability to quickly pick up skills with new programs
- Physical Requirement: must possess mobility to work in a retail setting, and the stamina to maintain attention to detail despite interruptions, strength to lift and carry boxes of books weighing up to 50 pounds

Education and Experience

- The ideal candidate will have at least a year of experience in a retail position

- Experience with administrative roles and functions a plus

Typical Work Schedule: Monday through Friday 8am-4:30pm. During certain times of the year vacation requests are restricted – candidate must be flexible to the needs of the business

Work Remotely:

- No

COVID-19 Precaution(s):

- Workplace policies are in accordance with the NIH Clinical Center’s safety policies. This includes required mask usage, social distancing, etc.
- Sanitizing, disinfecting, and cleaning procedures in place

Benefits Package:

- Comprehensive and outstanding benefits package offered for successful candidates including:
 - Medical, dental, and vision insurance paid by employer
 - Professional development opportunities
 - Vacation and sick leave
 - Retirement benefits

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.