

Requisition ID: 26086-291575

Job Number: 1933056BR
Employment Type: Regular Full-Time
Job Category: Retail
Shift: Any
Region: 049 : Midwest
Address Line 1: 1315 W 22nd St
Address Line 2: Ste 101
City: Oak Brook
State: Illinois
Zip Code: 60523

Position Summary

At FedEx Office, team members with a passion for delivering the best customer service, who are confident and knowledgeable, make all the difference. Apply today to bring your friendly face and positive attitude to support our customers in a retail location. You can make a positive impact in the lives of our customers each and every day!

General Duties and Responsibilities

People

- Follows instructions of supervisors and assists other team members in performing center functions
- Assists in the training of center team members

Service

- Demonstrates consultative behaviors in a retail environment to understand each customer's individualized need
- Provides customer expertise in printing, signs and graphics and shipping product lines and can recommend appropriate FedEx Office products and services
- Provides an outstanding customer service experience by using consultative skills to anticipate customer needs, suggest alternatives, and find solutions to meet customer needs
- Ensures all customer problems are resolved quickly and to the satisfaction of the customer
- Takes complex customer orders using order systems and provides accurate pricing information
- Assembles parcels and prepares goods for shipping by wrapping items in insulation, inserting items into shipping containers, weighing packages, and affixing labels to parcels
- Sets up and operates printing, binding, and other related equipment using customer supplied original media and documents
- Maintains a safe, clean and orderly retail Center

Profit

- Ensures confidentiality of customer data and careful handling of documents, media, and packages

- Processes financial transactions using a Point of Sale terminal (POS), including handling cash and making change
- Cleans, repairs, and stocks all retail center printing and shipping equipment and supplies to provide optimal performance and availability
- Stays current on retail Center merchandising materials and ensures proper display of all retail area product and signage
- Takes preemptive action to prevent errors and waste
- Completes required financial paperwork and may assist with financial reporting including daily sales, close-outs and bank deposits
- Follows FedEx Office standard operating procedures as well as adhering to legal, HR, safety, customer service and security policies and procedures

Self Management

- Performs multiple tasks at the same time
- Looks for opportunities to improve knowledge and skills within the retail Center
- Able to operate with minimal supervision
- Adheres to all FedEx Office team member and retail center standards, as outlined in the team member handbook
- All other duties as needed or required

Minimum Qualifications and Requirements

- High school diploma or equivalent education
- 6+ months of specialized experience
- Excellent verbal and written communication skills
- For new hires, must meet all FedEx Office employment qualifications in force at time of hiring
- For current FedEx Office team members, must meet hiring criteria for the position and transfer requirements as outlined in the Team Member Handbook

Essential Functions

ESSENTIAL FUNCTIONS:

- Ability to stand during entire shift, excluding meal and rest periods
- Ability to move and lift 55 pounds
- Ability, on a consistent basis, to bend/twist at the waist and knees
- Ability, on a consistent basis, to communicate effectively with customers, vendors, and other team members
- Ability, on a consistent basis, to perform work activities requiring cooperation and instruction
- Ability, on a consistent basis, to function in a fast-paced environment, under substantial pressure
- Ability, on a consistent basis, to maintain attention and concentration for extended periods of time
- Ability, on a consistent basis, to work with minimal supervision
- Ability, on a consistent basis, to report regularly to work and maintain established business hours in order to support the FedEx Office business; regular attendance and/or reporting could include regular attendance at a physical location and/or maintaining established business hours depending on the scope and nature of the position

