



*To enhance lives by building community,
developing connections, and having fun.*

POSITION TITLE: Customer Experience Lead

Position Description:

A Customer Service Lead continually strives to achieve the Runner's Edge mission. They collaborate with their teammates and expand their product knowledge to customize and deliver an exceptional customer experience.

Reporting:

- Reports directly to the Floor Manager

Expectations:

- Ensure that the Runner's Edge mission and vision are fulfilled within every customer experience.
- Work with team members to always create the Runner's Edge experience.

Responsibilities

- Proficient at using RICS POS (checking out customers, reporting, inventory management, receiving, etc).
- Maintaining visual presentation of the store.
- Effectively works with 2-3 Footwear customers at once.
- Collaborates with the team to achieve Customer Experience.
- Performs daily fill-in procedure.
- Assists with pricing and markdowns.
- Proficiently completes opening and closing duties.
- Accepts returns within the published return policy and makes exceptions based on individual discretion.
- Ensures that the store's Customer Experience meets the highest standards with knowledge of all departments.
- Ensures daily checklists are completed.

- Supports the team with customer technical and escalation issues.
- Takes initiative to anticipate store needs by taking ownership of special projects.
- Sends weekly thank-you notes.
- Attends team meetings.

Measures of Performance:

- Achieves individual metrics

Compensation:

- Competitive Hourly Wage
- Health Insurance Stipend
- PTO
- IRA Company Match
- Employee Purchases at Store Cost
- Yearly Product Stipend