

# JOB DESCRIPTION



## Job Title: HAPPINESS CREW – MAINTENANCE

**Department:** Operations

**Location:** Store

**Level:** 8

**Volume:** All Stores

**PURPOSE:** You are responsible for ensuring that all customers have a great experience in our stores through your friendly, helpful interactions and maintaining a neat, clean, and organized store. You pay attention to the little things that make the store run smoothly to ensure the store environment is a contributing factor to the customer's happiness, never a detractor. There is nothing you love more than taking care of the customers and making sure Gabe's is a great place to shop! You make sure the store environment (parking lot, store entrance, bathrooms, and store floors) is always safe, inviting, and clean.

**WORKING RELATIONSHIPS:** Report to customer experience ambassador

### FUNCTIONAL RESPONSIBILITIES

- ★ Focused on creating a great shopping experience for all customers – being friendly and helpful to each one; treats each customer and crew member with respect
- ★ In maintenance:
  - Takes pride in the cleanliness of the store
  - Is aware of customers around while ensuring cleanliness
  - Regularly checks the restrooms to ensure they're clean and ready for customers
- ★ Completes area responsibilities with a positive attitude
- ★ Follows all company policies and procedures
- ★ Maintain a neat, clean, and organized store
- ★ Supports other areas or projects as needed or directed by the management team
- ★ Maintains an awareness of a safe work environment and supports a culture of integrity in the store
- ★ Communicates effectively with other crew members and the store management team
- ★ Demonstrates the ability to work without supervision and complete projects in a timely manner
- ★ Works with a sense of urgency and awareness of time
- ★ Acknowledges any waiting customers and thanks them for their patience

### QUALIFICATIONS

- ★ Demonstrates ability to provide excellent customer service
- ★ Demonstrates ability to maintain professionalism
- ★ Customer focused, naturally drawn to people
- ★ Always smiling and friendly
- ★ Demonstrates ability to connect quickly with all kinds of people
- ★ Proven time management, prioritizing and organization skills
- ★ Demonstrates ability to multi-task
- ★ Ability to stand for long periods of time and lift moderate weight (up to 50 lbs)
- ★ Demonstrates ability to work without supervision, take initiative
- ★ Schedule flexibility to include nights and weekends
- ★ Goal oriented
- ★ Understands the role they play in customer experience and store results

### ATTITUDES & TRAITS

- ★ You are happy
- ★ You are friendly and helpful to customers and crew members
- ★ You work with energy and urgency – showing you have a desire to perform
- ★ You take pride in yourself, your work, and the success of the team
- ★ You take initiative and solve problems quickly
- ★ Exhibit professional behaviors
- ★ You want to be a part of a winning team

### PERFORMANCE MEASURES

- ★ Conversion
- ★ Customer Experience Survey