



Ways to apply: Online at Indeed or ZipRecruiter, or by emailing an application to UKB Federal Corporation Human Resources department at corporatehr@ukb-nsn.gov

JOB DESCRIPTION

Job Title: Customer Service Associate
Location: Oklahoma Station, Park Hill, OK
Status: Full-Time/Part-Time - Non-Exempt
Salary: \$10-\$13 Based On Experience

Job Summary:

We are seeking a friendly, reliable, and detail-oriented Customer Service Associate to join our team at Oklahoma Station. As a Customer Service Associate, you will provide excellent customer service, efficiently handle transactions, and maintain a clean and organized workspace. You will be the face of our establishment, ensuring a positive experience for all customers.

Key Responsibilities:

- **Customer Service:**
 - Greet customers with a positive attitude and friendly demeanor.
 - Answer questions about products, services, and store policies.
 - Resolve customer concerns and escalate issues as necessary.
 - **Cash Handling & Transactions:**
 - Accurately process cash, credit card, and other payment methods.
 - Issue receipts, refunds, or change as needed.
 - Maintain and balance the cash drawer at the beginning and end of each shift.
 - **Product Knowledge & Assistance:**
 - Assist customers in locating items or suggesting complementary products.
 - Promote store specials, discounts, and loyalty programs.
 - **Store Maintenance:**
 - Keep the store clean, organized, and stocked with supplies.
 - Assist with restocking shelves or merchandise when required.
 - Adhere to safety and cleanliness guidelines.
 - **Team Collaboration:**
 - Communicate effectively with team members and management.
 - Support other team members during peak hours or as directed by supervisors.
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Qualifications:

- High school diploma or equivalent (preferred).
- Prior experience in a cashier or retail role is a plus but not required.

- Strong math and basic computer skills.
 - Excellent communication and interpersonal skills.
 - Ability to stand for extended periods and lift up to 20 lbs.
 - Dependable, punctual, and able to work flexible hours, including evenings, weekends, and holidays.
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Key Competencies:

- Attention to detail and accuracy.
- Positive attitude and willingness to learn.
- Ability to multitask in a fast-paced environment.
- Strong work ethic and team-oriented mindset.

NOTE:

In reference to the Personnel Policy, Section 1-5 Employment At -Will. All employees who do not have a written contract with the employer for a specific fixed term of employment are thereby employed at the will of the employer for an indefinite period. Employment with the Health Center, without a written contract, is voluntary and therefore employees are free to resign at will at any time with or without cause or reason likewise, the health Center may terminate the employment relationship at will at anytime with or without notice and for any lawful reason deemed appropriate by the Tribe and Health Center staff or for good cause, bad cause, or no cause at all. This policy is commonly referred to as "employment -at- will."

UKB and Tribal preference applies.
Job description is subject to change.

EMPLOYEE SIGNATURE & ACKNOWLEDGMENT:

Employee's Signature

Date