

**Job Description: Customer Service Representative at Marvin's Toy Store**

**Position:** Toy Expert /Customer Service Representative

**Location:** Marvin's Toy Store, Downtown Crystal Lake, Downtown Barrington, McHenry Riverwalk

**About Marvin's Toy Store:** Marvin's Toy Store is a specialty toy store dedicated to providing a fun, earth-friendly, and unique shopping experience for children and families. We offer a wide selection of high-quality toys, games, and gifts that inspire creativity, imagination, and play.

**Job Summary:** We are seeking a friendly, enthusiastic, and customer-focused individual to join our team as a Toy Expert/Customer Service Representative. In this role, you will be responsible for providing exceptional service to our customers, assisting them in finding the perfect toys and gifts, and ensuring a positive shopping experience in our store.

**Responsibilities:**

* Greet customers warmly and assist them in finding products that meet their needs and preferences.
* Provide product information, recommendations, and demonstrations to customers.
* Process transactions accurately and efficiently using our point-of-sale system.
* Handle customer inquiries, concerns, and complaints in a professional and courteous manner.
* Maintain a clean and organized store environment, including restocking shelves and tidying up displays.
* Assist with inventory management tasks, such as receiving shipments and conducting stock counts.
* Contribute to a positive team environment by collaborating with coworkers and supporting store initiatives.

**Qualifications:**

* Must be 18+
* High school diploma or equivalent.
* Prior customer service experience a plus.
* Passion for toys and a genuine interest in providing exceptional service to customers.
* Excellent communication and interpersonal skills.
* Self motivated – there are times you will be working by yourself
* Strong attention to detail and accuracy.
* Flexible schedule, including availability to work evenings, weekends, and some holidays. (we are closed all major holidays)

**Benefits:**

* Competitive hourly wage.
* Employee discounts on merchandise.
* Opportunities for professional development and advancement within the company.
* Fun and supportive work environment with a focus on creativity and play.

**How to Apply:** If you are passionate about toys and enjoy working in a dynamic retail environment, we would love to hear from you! Please complete the application and submit a brief cover letter highlighting your relevant experience and why you would be a great fit for the Toy Expert/Customer Service Representative position at Marvin's Toy Store.

**Join Our Team:** At Marvin's Toy Store, we believe in the power of play to inspire joy and creativity. Join our team and help us create memorable experiences for children and families in our community!

*Marvin's Toy Store is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.*

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