

Rochester Works! Career Center  
(6534)  
To: Employment Counselor  
Date: 08/28/2017



1080348  
3349 Monroe Ave.  
Rochester, NY, 14618  
585-248-2220  
www.tjxjobs.com  
042207613

### Customer Experience Coordinator

**Number of openings:** 1

**Employment status:** Full-time

**FT Benefits:** Optional participation in benefit plan

Responsible for operational controls at the front-line, service desk, layaway, and jewelry. Ensures front-line Associates provide prompt, courteous, and knowledgeable service to all customers. Resolves customer service issues appropriately and competently. Audits and approves all necessary front-line paperwork. Responsible for training and developing store Associates on customer service standards, register procedures, and proper front-line procedures and controls.

Responsibilities Include:

- Ability to work a flexible schedule, including nights and weekends
- Professional appearance
- Solid customer service skills and experience
- Excellent verbal and written skills
- Ability to make timely decisions under challenging circumstances
- Strong organizational skills, attention to detail
- Leadership, takes ownership, can direct others
- Self-motivated, works quickly and efficiently on multiple tasks
- Responsible, dependable, and honest

**Apply in person at store location or distribution center.**

Salary will always start at no less than the state minimum wage.

*The TJX Companies, Inc. provides reasonable accommodations to qualified candidates and Associates with disabilities that would enable them to perform the essential functions of the position for which they are applying or in which they are employed.*

**For Community Partner Use Only:**

**To obtain employment status,** please include applicant name and last 4 digits of the applicant's social security number below and either email [eytalentoutreach.services@ey.com](mailto:eytalentoutreach.services@ey.com) or fax 866-831-0865 this information to EY. EY will respond with employment status.

*Note: EY does not process or screen applications for The TJX Companies, Inc. or have any control over employment decisions. Each applicant must submit an application in person at the store or facility.*

Applicant(s) information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please contact EY at 866-834-5115 with any questions. Thank you for your assistance.  
We appreciate you sending qualified applicants to our stores and facilities.

**This Job Posting will expire in 10 days.**