



# Customer Engagement Specialist

Contact: DICKS SPORTING GOODS

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[https://al-clarke.countybuyselltrade.com/jobs/customer-engagement-specialist\\_kalamazoo\\_84031](https://al-clarke.countybuyselltrade.com/jobs/customer-engagement-specialist_kalamazoo_84031)

Address: 303 W 1st Ave Ste A, Kalamazoo  
Price: Check with seller

**Details**  
**Apply**  
**Description**  
We are genuine in our belief that sports make people better and so are you! Immerse yourself in a workplace that loves to be active and lives the brand. Associates joining our team have an opportunity to be a part of the #1 sporting goods retailer in the country and create a lasting impact on their communities through sport and activity.

On our Team, everyone plays a critical role. Your Mission (and Ours) is to serve and inspire athletes and outdoor enthusiasts to achieve their personal best through the relentless improvement of everything we do.

## Customer Engagement Specialist Duties:

Greet and engage each customer entering the store to determine their shopping needs; direct them to the appropriate area of the store based on their needs. Alert department associates to arriving customers and to their product interests; follow up to ensure that the customer arrived to the department and received assistance.

Engage any customers leaving the store without product to ensure they received good service and to determine if there is anything further that can be done to help them obtain the merchandise they are seeking.

Adhere to established policies and procedures related to safety, loss prevention and standard operating procedures, as well as to laws and guidelines of external

governing entities, including those of the Federal ATF. This business, like any other, may become necessary. Quality Success



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