



Service Associates interact with customers and provide service in a retail setting. They project an approachable, friendly demeanor to customers. They take ownership of customer issues and work to find answers to all customer inquiries, while conscientiously performing related administrative or operational tasks. Service Associates are also expected to diligently follow instructions from a supervisor.

Example Positions

Cashier, Customer Assistant, Barista, Retail Associate

Competencies

Helpfulness – Individuals who exhibit this competency are able to convey a helpful demeanor to customers in all circumstances. They follow through with customers to ensure requests are fulfilled and complaints are addressed in a timely manner.

Compliance – Service Associates work to ensure that they, team members, other employees, contractors, strategic partners, and other relevant stakeholders act in accordance with all pertinent rules, regulations, policies, and best practices, and that behavior in the organization meets the company's standards of conduct.

Accountability – They take responsibility for their own performance and accept full ownership of issues, problems, and opportunities regardless of the source. They work in a careful and organized manner, pay attention to all pertinent details, follow through on commitments and promises, and build trust through reliability.

Quality Focus – They are able to manage the efficiency, accuracy, completeness, and integrity of the work that they produce. They also recommend improvements in procedures to continually improve the quality of work produced.

Organizational Citizenship – Individuals who exhibit this competency focus efforts toward the common good; place the organization's goals before individual, functional, or business unit goals; and demonstrate the desire to be a part of something that extends beyond their own self-interest.

Initiating Action – Individuals who exhibit this competency will tend to be self-starters and will take a lead role in improving or enhancing a product or service, avoiding problems, or developing entrepreneurial opportunities. They will often demonstrate a sincere positive attitude toward getting things done and will seek out additional responsibilities that may go beyond the scope of their formal job description.

Representative Behaviors

- Shows eagerness to provide assistance when asked
- Acts in accordance with policies, procedures, and guidelines
- Stays on top of open issues and opportunities in order to drive them to closure
- Demonstrates great attention to detail
- Publicly aligns one's own personal principles and behavior with company's mission, vision, and values
- Performs work tasks before being asked or before the situation necessitates action



Service Associate Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity