**Seasonal Work Experience Descriptions for Your Resume**

**WAREHOUSE/OPERATIONS POSITIONS (ONSITE)**

**Which role did you perform at Uncommon Goods this year?**

**Inbound Associate**

* Verified and quantified incoming freight from the loading docks
* Received, signed for, and unloaded deliveries from trucks, using handheld scanning equipment
* Processed returns and organized received items

**Inventory Associate**

* Prioritized inventory arrivals and directed merchandise to accurate locations
* Accurately stored, replenished, and cycled counted all inventory items
* Used inventory management systems to scan, process, and research merchandise

**Outbound Associate**

* Picked, packed, gift boxed, and shipped customer orders
* Used warehouse management system to scan, process, and ship orders
* Achieved company standards for productivity, quality, and accuracy

**Operations Team Lead**

* Trained, coached, and motivated associates in company's standard operating procedures
* Monitored productivity of team according to proposed rates

**Facilities Associate**

* Collected and removed trash and cardboard recycling from designated areas
* Cleaned and maintained bathrooms, incl. sweeping, dusting, mopping, vacuuming, and polishing
* Operated power baler, compactor, and pallet jacks

**Seasonal Work Experience Descriptions for Your Resume**

**CUSTOMER SERVICE POSITIONS (REMOTE)**

**Which role did you perform at Uncommon Goods this year?**

**Customer Service Representative**

* Placed orders with customers and answered questions about products via phone, email, and chat
* Identified customer problems, reported them, and provided reasonable solutions
* Followed up with customers on outstanding matters and provided additional assistance as needed

**Customer Service Exceptions**

* Reviewed order inquires, created solutions, and updated customers
* Submitted credits and refunds through various payment processing platforms
* Created replacement orders to resolve outstanding order issues

**Customer Service Performance Coach**

* Met regularly with assigned team members to provide coaching and performance feedback
* Scored team members’ interactions with customers and reviewed feedback requests
* Initiated service recovery for customer contacts that generated negative reviews

**Customer Service Team Lead**

* Led a team of seasonal customer service agents, offering guidance and performance feedback
* Provided direction & assigned tasks to team via daily virtual Huddles & other communication channels
* Answered questions and prioritized the handling of complex issues