



Retail Experience Associate

Casual/Part-time Position

Approx. 15 to 25 hours per week – most weekday shifts would be for 3 to 4 hours between 10am and 5pm and a Saturday shift at least 2 times per month between 9:45am and 5:15pm.

Our TEAM Mission is simple: to connect with our customers in a way that makes them feel comfortable and cared for. Customers will leave our store feeling like they've had a fun experience, with top notch service, deserving of 5-star reviews.

We are looking for a genuine team member that believes in the importance of offering world-class customer service while providing honest and knowledgeable advice. The right person is both able and willing to learn new skills, enjoys working with the public and believes in the importance and benefits of shopping locally. You enjoy fashion and have a knack for coordinating outfits and styles. You already have footwear fitting knowledge or are open to learning. An ideal Retail Experience Associate candidate will have some experience in a sales or customer service role. Above all, you're excited about creating memorable moments for our customers.

Responsibilities and Duties:

- Creating a welcoming environment by greeting customers into the store as if they are guests in your home
- Providing excellent customer service and earning customer confidence by actively listening to their wants and needs; answering questions; giving advice and providing suggestions based on genuine conversations
- Maintaining consistent visual merchandising and housekeeping standards; ensuring the store is inviting, clean and organized
- Ensuring adherence to operating and security procedures
- Keeping up-to-date of all collections, product information, promotions, and rewards programs
- Executing opening and closing procedures
- Receiving inventory; including labelling product, merchandising display items and storing excess stock
- Assisting with inventory counts
- Working outdoors during tent sales
- Professionally answering the phone, including taking messages
- Entering sales information into the POS system, including taking payment
- Preparing online sales for shipping, including packaging and Canada Post preparation
- Promoting our footwear and apparel by wearing items from the store
- Other duties as required

Skills and Qualifications:

- Ability to work in a fast-paced environment
- Ability to do stairs and use step-ladders, lift above your head, and bend with your knees in order to retrieve stock
- Goal-oriented attitude
- Excellent written and verbal communication skills
- Basic computer skills and the ability to use a point-of-sale system; preferably have knowledge of Microsoft WORD and Microsoft EXCEL
- Ability to download and use an APP for online learning
- Ability to build relationships with customers
- Adjust quickly to changing priorities and conditions
- Understanding of widely used social media platforms and/or photography skills and/or Graphic Design programs such as CANVA, would be an asset