

The Factory Customer Service Associate

The Factory Goods + Gallery is a working artisan studio for a local jeweller & photographer, as well as a retail lifestyle boutique showcasing many other well made & intentioned brands.

This creative little business located in Tofino BC. is seeking a customer our artisan retail shop, along with some managerial tasks for LF Jewellery .

Seeking part time team member 2-4 days a week, somewhat flexible with potential for more hours.

Pay commensurate with experience, potential shared benefits package, retail discounts.

Responsibilities

- Accountable for the overall smooth operations of the shop
- Outstanding customer experience; making every human that comes through the doors feel seen, valued and welcome- but not hovered over.
- Representing The Factory in values and brand
- Responsible for overall shop appearance; stocking, pricing, merchandising, cleanliness
- Product knowledge of every brand in the shop, special care instructions, what's unique about it, as well as the story behind it
- Inventory management and vendor relations for ordering and sourcing new products that align with our values
- Responsible for online orders; packing and shipping
- Administrative duties; answering shop emails, website updates, POS updates, regular meetings/ check ins with owner

Experience & Skills

- Retail Experience (2 years preferred but not necessary)
- Management experience (preferred but not essential)
- Strong customer service skills
- Desire to learn about creative process and product knowledge of ethically sourced goods
- Punctual and reliable
- An eye for design & style
- The ability to work well in a team environment
- Knowledge around Shopify preferred but (not specific to) POS systems, printing, back end of websites, social media
- Intermediate Computer skills
- Friendly communication skills with a professional demeanour
- Positive & creative personality
- Hands on, well organized and self motivated
- Must already have housing on the West Coast

How to Apply:

Please email or drop resume off at thefactorytofino@gmail.com
#102-551 Campbell Street, Tofino with Attention to Lisa Fletcher.

Starting Wage: \$22/hour starting, depending on experience.