

THE JEWEL OF  THE ROCKIES

MORAINÉ LAKE

L O D G E

Sales Associate

Department: Retail

Reports to: Store Manager

General Description:

The **Sales Associate** at **Moraine Lake Trading** is responsible for providing amazing service to all our guests in the gift shop. Main duties include greeting & assisting guests with questions and purchases, POS transactions, maintaining merchandise standards and store cleanliness, as well as, staying informed of all policies and procedures. Emphasis is placed on effective selling techniques and most importantly, exceptional guest service.

Essential Duties and Responsibilities:

General Operations and Guest Services “Show”

- Acknowledge and welcome every guest who enters the store,
- Provide the ‘WOW’ experience for each guest by connecting with their visit experience,
- Assist guests with merchandise by assessing their needs and matching product to those needs,
- Continually commit to learning product knowledge of all products (ask questions) in order to deliver all information about the products in the Moraine Lake Trading
- Communicate any guest concerns or ideas to Store Manager, Buyer/Retail Manager
- Ensure quality guest experience by providing consistent and efficient service,
- Participate and deliver in daily, weekly and monthly sales goals for the store,
- Build sales through suggestive selling,
- Efficiently operate POS system,
- Follow store opening and closing procedures as directed,
- Assist in maintaining stock levels on the floor.
- Perform daily inventory counts as directed- inform management of low stock levels.
- Assist in the presentation and display of merchandise.
- Maintain cleanliness of store.

Safety Responsibilities

- Take reasonable care to protect your own, co-workers and Guests’ health and safety,
- Know and follow all Capilano’s health and safety policies and procedures,
- Ask for training before taking on any task that you are unsure of or have not been trained on
- Cooperate with the JOHS Committee and any person carrying out Occupational Health and Safety duties,
- Use protective clothing, devices and equipment provided and find out what protective equipment is required for each task,
- Be alert to hazards and immediately report hazards, defective equipment or concerns to your supervisor,
- Ensure Food Safe practices are being adhered to in Moraine Lake Trading,
- Ensure overall cleanliness and proper storage of food in Moraine Lake Trading,
- Ensure your ability to work without risk to your health and safety or any other person’s safety is not impaired by alcohol, drugs or other causes,
- Take every reasonable precaution to ensure protection of Team Members and Guests, Safety First!

Core Competencies:

Adaptability: Adapts and responds to changing conditions, priorities, technologies and requirements. Recognizes new information and ideas with a willingness to alter opinions and behaviors. Applies versatility, reasoning and innovativeness in the face of change. Able to comfortably collaborate in a variety of situations with diverse individuals.

Communication: Expresses and transmits information in an open, honest & timely manner. Use active listening techniques in order to effectively understand and provide feedback; summarizing information according to audience in order to promote engagement and increase understanding (present background of information and the “whys”).
Create teams and partnerships: Assess team dynamics and take action to make teams work effectively. Set teams up for success by clarifying roles, setting expectations and establishing team processes.

Creativity: To maximize sales opportunities, by bringing merchandizing ideas and sales techniques ideas.

Drive Results: Identify scope of initiatives and create accountability for achieving objectives. When problems arise challenge team to focus on desired outcomes and solutions. Quickly and directly address issues and remove barriers to achieving results.

Guest Focus: Model standards of guest service and selling ensuring guests come first. Respond with a sense of urgency to assist with guest concerns and questions. Look at the store through the eyes of your guests; ensure enough team members working, store merchandise is neatly presented and replenished, non-sell tasks are minimal based on guest needs.

Work Efficiency: Must be able to work with a minimal amount of supervision, manage time efficiently and handle multiple tasks.

Working with others: Work well with others in a team setting to complete tasks in a fast-paced environment.

Qualifications:

- Minimum 1 yr previous customer service experience,
- Experience with POS system and cash handling,
- Must be 100% guest service oriented, have excellent people skills with a positive and upbeat personality,
- Excellent communication skills,
- Second language is an asset,
- Outdoor enthusiast, a passion for hiking and exploring the Rocky Mountains,

Working Conditions:

- Able to work a variety of shifts including evenings, weekends and holidays, to meet the needs of the business,
- While performing the duties of this position, team members are required to be on their feet for extended periods of time,
- Occasionally required to lift and carry up to 50lbs, and,
- Occasionally required to lift and climb a step ladder or step stool.