



Livingstone Outdoor operates as a full-service retail store offering equipment and supplies to fulfill any outdoor project needs. As an affiliate of Livingstone Landscaping Ltd., we pride ourselves in our exceptional customer service and outstanding team of employees. We offer a rewarding, friendly environment with great health benefits and competitive wages.

Job Title: Team Lead

Position Type: Full Time; Permanent

Reports to: Store Manager

Purpose: The Retail Sales Team Lead performs various functions in ensuring effective coordination of the sales department to achieving increased sales. This also includes helping customers, receiving and delivering goods, as well as handling materials and equipment safely and efficiently. This position is well suited to individuals with strong interpersonal skills, and the ability to work independently without supervision to ensure effective operations of all departments.

Duties and Responsibilities:

- Provide exceptional customer service and assistance to anyone entering the Store, Greenhouse and/or Nursery
- Load and unload customers who purchase or rent equipment and materials
- Able to operate POS system, phone systems and handheld radios
- Mediate between sales team and management to address complaints and dissatisfaction
- Be acquainted and up to date on all sales items and procedures in order to provide accurate information to clients to enhance sales transactions
- Develop sales strategies to reach new customers and grab the attention existing to assist in the increase of sales
- Train members of the sales team
- Have a positive approach to sales strategies and motivate sales associates at all times
- Supervise opening and closing procedures
- Manage Key Holders
- Any other duties as assigned

Qualification Requirements:

- Possess a valid class 5 driver's license
- Exceptional customer service skills
- Possess basic knowledge of landscaping tools, equipment & supplies
- Capable of efficiently and safely operating various vehicles including equipment and trucks
- Forklift experience; an asset
- Excellent computer and phone skills (Microsoft, Excel, POS Systems, etc.)
- Experience handling/balancing till/POS & handling alarm systems

Experience Requirements:

- Completion of grade 12 or equivalent
- Minimum 2-3 years+ sales experience in a retail store environment
- Experience supervising team members; an asset
- Experience loading and securing equipment and supplies on trailers for delivery; an asset
- Experience in an outdoor working environment

Core Competencies:

- Good human relation skills to interact with clients and team members
- Must be service oriented
- Good supervisory skills and ability to problem solve
- Excellent communication skills to interact effectively with people at all times and in all situations
- Strong leadership skills to effectively guide and manage a team to achieving sales goals
- Outstanding financial analysis and analytical skills
- Exceptional multitasking and organizational skills
- Good attention to detail
- Ability to work well with others and work well under pressure