

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: Sales Associate

Position Type: Part Time

Reports to: Store Manager

Purpose: The Retail Sales Associate will provide excellent customer service to all customers at all times. You will make customers feel welcome in our store, help identify client needs, present and answer questions about our products and services and recommend solutions. A positive attitude and a desire to promptly resolve potential customer issues or complaints will also be your responsibility. You will ensure that customers leave our store satisfied which will contribute to the store's profitability.

Responsibilities

- Greet and direct customers
- Provide accurate product information to customers (i.e. product features, pricing, and after-sales services)
- Answer customers' questions about specific products/services
- Conduct price and feature comparisons to facilitate purchasing
- Cross-sell products
- Ensure shelves are fully stocked and all products are priced and labelled
- Assist with returns of merchandise when needed
- Coordinate with other Retail Sales Associates to provide excellent customer service (especially during peak times)
- Inform customers about discounts and special offers
- Provide customer feedback to the Store Manager and Team Lead
- Stay up to date with new products/services
- Operate POS System to finalize customer transactions
- Other duties as assigned

Qualification & Experience Requirements

- Completion of some secondary education or equivalent
- Possess a valid class 5 driver's license; an asset
- Excellent computer and phone skills (POS Systems, etc.)
- Experience in a retail store environment or similar role
- Some cash handling/counting experience

Core Competencies:

- Excellent interpersonal skills
- Good verbal and written communication
- Attention to detail
- Excellent organization and problem solving skills
- Flexibility to work various shifts
- Ability to take direction and work well with a team