



Sales Floor Attendant

As a member of our Customer Service Team you will have a positive impact on sales and customer satisfaction by ensuring that customers are afforded a safe, secure and satisfying shopping experience.

This challenging role requires that you be able to perform a variety of tasks with excellent attention to detail. In addition to regular scheduled tasks, you will be expected to step in where required for the benefit of the overall operation.

Your role will include assisting customers during their shopping experience by providing information on products and services, addressing customers' special needs.

You will also have a positive impact on sales and customer satisfaction by providing an exceptional shopping environment through your dedication to ensuring products are available to customers on the sales floor; that products and displays are neat and organized; and, that public spaces are clean and attractively presented.

Your attention to detail and observation will help to reduce theft, shrinkage and margin loss.

You will ensure a positive company image through adherence to and enforcement of our Customer Service Charter and Business Policies & Procedures.



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REQUIREMENTS:

- Valid Worker Health and Safety Awareness Certificate
- Valid WHMIS Course Completion Certificate
- Excellent communication skills
- Ability to work as part of a team and independently
- Ability to follow instructions and procedures
- Ability to sell proactively
- Effective time management skills
- Strong work ethic and integrity
- Ability to visually examine products for quality and freshness
- Ability to lift up to 50 pounds / 23 kilograms
- Ability to stand for long periods of time
- Uniform requirement
- Reliable transportation



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GENERAL DUTIES:

- Adherence to applicable health and sanitation procedures.
- Protect employees, customers and visitors through enforcement of safe work practices.
- Provide immediate and undivided attention to each customer encounter.
- Follow through on all customer questions and requests.
- Provide customers with consistent and exceptional service.
- Bagging purchases and carry-out assistance.
- Keep the sales floor clean and organized.
- Product display, rotation and restocking.
- Maintain proper signage.
- Interaction with supplier agents and delivery companies.
- Assist in the receiving of deliveries, order processing and record-keeping.
- Assist management in theft prevention measures.
- Support store and resort programs.
- Answer department telephone calls promptly and with excellent phone etiquette.

PRIMARY DUTIES:

- Provide customer service through active engagement, assistance, and product knowledge.
- Ensure correct retail pricing signage.
- Maintain sales floor stock levels
- Management of product Best Before and Expiration dates.
- Perform conflict resolution where required.

EQUIPMENT:

- Computer hardware and software.
- Printing equipment.
- POS hardware and software.

This job description is intended to describe the general requirements for the performance of this job. It is not a complete statement of duties, responsibilities or requirements. Other duties not listed here may be assigned.