



# Beavertails Associate

## **Main Functions:**

Working at Beavertails - Tobermory, Beavertails Associates support the work of the managers and provide customer care and quality food products to all who approach the franchise.

## **Reports to:**

Beavertails Manager/Supervisor and General Manager

## **Job Duties:**

Beavertails Associates perform some or all of the following duties:

- Greet customers and discuss type, quality and quantity of merchandise or services sought for purchase.
- Estimate or quote prices, trade-in allowances, and warranties.
- Prepare food products for purchase.
- Prepare sales and accept payment.
- Maintain a neat and orderly work environment/food preparation area.
- Restocking supplies.

## **Skills Requirements:**

Experience is an asset, as are the following specific skills:

- Cash register and credit card terminal operation
- Suggestive selling

## **Essential Skill Requirements:**

- Exceptional Customer Service
- Superior Oral Communication
- Ability to work with minimal supervision
- Continuous learning
- Ability to locate and find needed information without direct supervision
- Ability to work with others
- Punctual, meticulous and reliable
- Knowledge of the Tobermory area to answer questions from patrons

## **Working Conditions:**

- Workweeks are 5 or 6 days, Monday – Sunday, 6-12 hours per day, no shifts beginning before 7:30 am or finishing later than 10:00 pm.
- Beavertails Associates are entitled to a ½ hour unpaid lunch and two 15 minute coffee breaks paid time – but the time this is taken should be flexible
- Beavertails Associates are frequently exposed to noise and a regular flow of people
- Beavertails Associates will be assigned changing priorities
- Beavertails Associates may have the opportunity to work overtime, with paid compensation\
- Air conditioning it must be set at 18°C from June 16-September 4 unless otherwise instructed. For dates outside of this, you will be instructed otherwise.
- Must wear Blue Heron Company approved uniform for Beavertails at all times. No exceptions. Please see Policy handbook for details.

Agreed & Accepted By: \_\_\_\_\_ (Name Please Print)

\_\_\_\_\_ (Signature)

Date: \_\_\_\_\_