



Retail Sales Associate

Main Functions:

Working at The Mariner Chart Shop and/or The Net Shed, Retail Sales Associates support the work of the managers and provide customer care to all who enter the stores.

Reports to:

Store Managers/Supervisors and General Manager

Job Duties:

Retail Sales Associates perform some or all of the following duties:

- Greet customers and discuss type, quality and quantity of merchandise or services sought for purchase.
- Advise customers on use and care of merchandise, and provide advice concerning specialized products or services.
- Estimate or quote prices, trade-in allowances, and warranties.
- Prepare merchandise for purchase.
- Prepare sales and accept cash, credit card (Visa or Mastercard) or automatic debit payment.
- Assist in display of merchandise.
- Maintain a neat and orderly sales floor/work environment.

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
- Computer use
- 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.
- Retail Sales 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
- Retail Sales Associates are frequently exposed to noise and a regular flow of people
- Retail Sales Associates will be assigned changing priorities
- Retail Sales Associates may have the opportunity to work overtime, with paid compensation
- If you are in a location that has air conditioning, it must be set at 20°C from June 16-September 4 unless otherwise instructed. For dates outside of this, you will be instructed otherwise.
- Must wear proper Blue Heron Company approved uniform, no exceptions. Please see handbook for details.
- If there is music playing, it must be the music provided – must be on low so as not to interfere with customer conversations.

Agreed & Accepted By: _____ (Name Please Print)

_____ (Signature)

Date: _____