



CALGARY IMMIGRANT WOMEN'S ASSOCIATION

RETAIL SALES SUPERVISOR JOB DESCRIPTION

TITLE: Retail Sales Associate/Supervisor

DEPARTMENT: Employment Services Department (ESD)

REPORTS TO: ESD Manager

The project contributes to the operation and management of the Good Neighbor Community Market. CIWA supports the market with the activities of CIWA volunteers and clients for the purposes of training clients in occupational skills in a Canadian environment. Several employment training programs offered by CIWA will support this effort.

SUMMARY OF POSITION

Retail Sales Associate/Supervisors will engage in the retail activities of the Good Neighbor Community Market. The role is a 3-in-1 position and will include shifts in sales and mentorship of CIWA clients engaged at the market and occasional supervision of the market as a whole. Store hours are 3 days a week (Thursday, Friday and Saturday), 8 hours per day, for 6 months starting mid July 22, 2021. Interested candidates can volunteer for a minimum of 4 hours every week.

DUTIES AND RESPONSIBILITIES

- Participate in the sale of items in the store
- Mentor CIWA clients, providing constructive feedback and coaching
- Operate cash register and processes cash, debit card and credit card sale transactions
- Welcome customers and interact with them in a friendly and cheerful manner
- Resolve issues that arise such as customer and/or team complaints in a calm and courteous manner
- Develop and maintain customer base by creating a welcoming atmosphere
- Receive, review and coordinate reception of items, and stock shelves
- Ensure that the store is clean, welcoming and safe for customers and/or staff
- Supervise and co-ordinate sales staff and cashiers
- Organize work flow and ensure that staff understand their designated tasks
- At the close of the day, make account of sales
- Other supervisory duties as and when assigned

STANDARDS OF PERFORMANCE

- Ensure that professional approach is aligned with CIWA values
- Demonstrate a high level of initiative and enthusiasm

QUALIFICATIONS

- Able to speak slowly in plain English
- Approachable, able to mentor other team members
- Flexible, accurate, team player
- Resolve problems that arise, such as customer complaints and supply shortages
- Have an understanding and ability to operate the Point of Sale (POS) system
- Customer service in retail and/or related field experience

If interested, please contact Employment Services Department:
Phone number: (403) 263-4414, Ext. 118 E-mail: employmentservices@ciwa-online.com.