



ANIÁN Key Lead Associate

Locations:

ANIÁN Vancouver: 2149 W 4TH ave Vancouver, BC

ANIÁN Victoria: 575 Johnson Street, Victoria BC

Hours:

Full-time: 31 - 38 hours per week (full-time only)

Reports to:

District Retail Manager - Heather Holloway

JOIN THE CIRCLE

ANIÁN is a Canadian clothing brand local to British Columbia. We specialize in circular fashion - which is a unique recycling textiles process. We use post-consumer clothing from textile landfills and regenerate them back into new items of clothing.

If you're an energetic and environmentally focused individual seeking to work for a like minded company, this is your opportunity to be a part of our growing circular family. We are looking to hire dedicated individuals to work at our retail locations. As a new team player in a growing circular industry, there is tremendous opportunity to advance & excel within the company.

DISCOVER THE ROLE

As Key Leader, you work with the retail store team to provide daily leadership and to make symmetry in the shop. Your primary role is to lead by example when delivering exceptional customer service that demonstrates our values towards circularity, and slow fashion.

You'll be responsible for leading opening & closing the store tasks, assisting in the organization and delegation of store workload within the team, and providing leadership and professionalism on the sales floor at all times. When you're not working closely with the team you'll be providing amazing customer service and connecting with and educating customers.

LEADERSHIP

- Leader of the sales floor - always motivating the team to achieve store sales and customer service standards in a productive and non pressure approach
- Assist management in supporting the daily operations of the store to ensure tasks are completed based on previously determined priorities.
- Keep the team in a constant state of positivity and productivity
- Provide positive or constructive coaching and feedback to team members with a focus on continuous development.
- Assist and support management with training new and current employees to ensure consistency and accuracy with company procedures, operations, product knowledge and store promotions.
- Stay current on all training and processes of our business platforms: Shopify, Inventory and Shipping programs.
- Ability to positively and full follow all direction and feedback from supervisors and management without issue

CUSTOMER EXPERIENCE

- Provide an exceptional customer experience for everyone who visits us at our stores, with a focus on connection & education of ANIÁN and our unique post-consumer textile manufacturing process.
- Handle & resolve customer cases according to ANIÁN's values.
- Working closely with management on providing team performance feedback, store processes, operations, product, people and customer experience. A
- A supportive attitude that exudes positive energy.
- Partner with the Store Manager and to lead our store experience to brand awareness, positive customer outcomes, invite to return with customers experiences.

STORE OPERATIONS

- Processing POS sales, packaging orders, completing returns & exchanges
- Store opening/closing procedures and tasks as per company standards
- Responding to inquiries via phone/email professionally and politely
- Responsible for shop cleanliness, organization, merchandising and grounds presentation
- Support the operations of the store including but not limited to receiving and processing stock, picking and packing of online orders, store merchandising

- Support the execution of weekly and quarterly store inventory counts
- Creating weekly stock transfers. Receiving stock transfer with precision and accuracy
- Assess and facilitate product repairs procedures and operations between customer and tailor.
- Attention to details. Taking utmost care in stockroom storage, cleaning and displaying items and clothing collections according to company standards
- Maintain security standards within the store to ensure safety of merchandise
- Handling payments and cash responsibly and honestly

ABOUT YOU

- A high school diploma or in progress/completed post secondary education.
- Experience in retail or customer service, supervisory/leadership experience. Minimum of 2 years leadership experience.
- Passion for building connections with people.
- Exceptional communication skills, both written and verbal.
- An outstanding attitude that exudes positive energy.
- A flexible schedule that will allow you to work daytime, and weekends (weekends required).
- Has a can-do attitude, self-starter, and can troubleshoot independently, but also works well in a team
- Quick learner who can adapt to changing business needs and face new challenges head on
- Ability to confidently work independently when required
- Strong organization and follow-up skills

WHAT WE DELIVER TO YOU

- The opportunity to work with a diverse, supportive team
- Training and understanding of our business platforms: Shopify, Inventory and Shipping programs.
- Development and training on everyday operations
- Mid-year and yearly reviews to highlight achievements and recognize development opportunities
- A competitive wage
- Statutory holidays off
- Closed on Black Friday + No Boxing Day Sales

- Generous discount on our products!
- Investment in your professional growth
- A firsthand look into the circular fashion industry, and the retail industry

Apply by submitting your resume to heather@anianmfg.com & telling us about why you want to work for ANIÁN. Please include your availability. We thank all applications for taking the time to apply. Only those selected for an interview will be contacted.