



ANIÁN Retail Sales 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

Part-time: 20-30 hours per week (minimum 20 hours per week)

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.

ABOUT THIS OPPORTUNITY

As a retail sales associate at ANIÁN, you'll be responsible for delivering exceptional customer service to our new and long term customers that demonstrates our values towards circularity, and slow fashion. As an ambassador, you'll be on the front lines to share your passion for ANIÁN through educating our guests on our circular manufacturing, while also bringing awareness of this unique process with our customers. We're looking for individuals that have enthusiasm and drive to join our likeminded circular fashion team and growing ANIÁN family.

DISCOVER THE ROLE

- Focus on non pressure relationship selling, building a client base and offering an exceptional customer experience
- Be an ANIÁN fit expert. Keep up to date on all product knowledge and provide customers with the information necessary to ensure they love their ANIÁN items
- Support the operations of the store including but not limited to, processing POS transactions and handling cash, answering phone/email communications, receiving and processing stock transfers, picking and packing of online orders, merchandising, and inventory counts
- Support other tasks as outlined by your district manager, assistant manager or key leader during your shift

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
- Assisting management on training and guiding new hires on store operations, tasks, practices and procedures

ABOUT YOU

- A high school diploma or in progress/completed post secondary education
- Demonstrated experience delivering exceptional customer service
- Exceptional communication skills, both written and verbal
- Passion for building connections with people

- A supportive attitude that exudes positive energy. Able to work as a team and also independently
- 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 positively take direction and feedback from supervisors and management
- A flexible schedule that will allow you to work daytime, and weekends and holidays (weekends availability required)
- Ability to confidently work independently when required
- Strong organization and follow-up skills
- Ability to commute to work - public transit and paid-parking is available (at your own expense)

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

HOW TO APPLY

Apply by submitting your resume to heather@anianmfg.com & telling us about why you want to work for ANIÁN. Please include your availability and available start date.

We thank all applications for taking the time to apply. Only those selected for an interview will be contacted.