



— FTJCo —

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FTJCo.

Open Position: Full-Time Sales Associate

The Job:

We are hiring a full-time Sales Associate who will be responsible for client care. The successful candidate will be responsible for helping clients create their jewellery orders and will receive repair take-ins.

We are a client-centric studio; any prospective teammate will be expected to develop customer experiences and relationships that are unparalleled. The majority of our clients are young couples seeking engagement rings and wedding bands. This is a happy and momentous time for every couple. Our attention to detail and support of their design vision is crucial to our success as a brand.

Duties Include:

- setting up retail displays in the morning and taking them down at night
- greeting and helping walk-in clients
- preparing and executing client appointments
- creating estimates and invoices with our digital tools
- effective communication within our digital channels
- contacting vendors for gemstone and diamond requests
- communicating designs and design alterations of client projects with CAD designer
- communicating with clients in a professional and timely manner via email

Our Company:

FTJCo. opened its retail doors in 2009 in the Cabbagetown neighbourhood of Toronto. Our founders, Robin Gambhir and Ryan Taylor, started the company with the intention of providing retail jewellers with original designs using responsibly sourced gold from Colombia. The “Oro Verde” program was the precursor to Fairtrade gold and the miners in that program were some of the first to launch Fairtrade gold in the world. Sadly, the industry had little interest in responsible sourcing and so the wholesale business was neither a viable way to effect change nor as a way to build a successful business. The decision was made to take this directly to consumers. FTJCo has a culture of continuous improvement in all aspects of the company, from sourcing, to designing, and making. That’s why, in 2017, the company undertook a partnership with Canadian NGO IMPACT to bring to market gold from the Congo that had better chain of custody, better documentation, and better data than both Fairtrade and Fairmined gold. In the summer of 2017, FTJCo facilitated the first legal import of Congolese gold to North America and set about creating a repeatable process for the Just Gold project, working together with IMPACT and FTJCo’s sister company, [Consensas](#).

All interested candidates please forward your resume to sales@ftjco.com

Thank you for your interest,

-The Team at FTJCo