



Customer Service & Digital Marketing Specialist

Job Description

Title:	Customer Service & Digital Marketing Specialist
Reports to:	Retail Operations Manager
Typical Work Week:	Full-Time (average of 37.5 hours per week)– shifts must include ability to work on Saturday and Sunday (from opening to closing) as well as some weekday shifts during day, potential evening and special events, as needed.

Tom&Sawyer Fresh Prepared Pet Meals is looking for pet-loving retail and marketing team members who think that feeding the dog and cat members of our families fresh high quality foods is just as important as what we feed ourselves.

About Us:

Tom&Sawyer opened its first location in May 2016 at 1247 Queen Street East (at Leslie St) in Leslieville and has already been named on of the most innovative retail concepts globally by esteemed Euromonitor International. We offer small-batch, fresh ingredient, cooked meals that are scientifically balanced to meet the nutritional needs of cats and dogs. We sell our meals as well as our preservative free bakery treats through online ordering and in-store purchase.

Tom&Sawyer's kitchen is housed within our first retail location and is open-concept so that it is fully visible to the public-we want to showcase the preparation of these amazing fresh pet meals as well as show off our kitchen team's culinary skills!

Our retail concept is unlike anything seen today. Euromonitor called it "Retailtainment", a new category of ultimate customer experience not only because of our open concept kitchen but also because of our pet friendly lounge area with take-out barista service for customers visiting the store with their pet.

Learn about us at www.tomandsawyer.com

What can you expect to do during a typical shift at Tom&Sawyer?

- Educate customers on the benefits of Tom&Sawyer Fresh Prepared Pet Meals and treat lines
- Assist customers with questions about other carefully curated product lines we carry
- Prepare hot beverages using our high end espresso machine
- Process orders in-store using our Shopify POS terminal
- Properly process online store orders from our website and coordinate order fulfillment between our culinary team and our in-house delivery team or third party shipping provider
- Photograph canine and feline in-store guests and use images for social media
- Create social media and other marketing content in collaboration with Marketing Manager



- Perform all retail store opening and closing duties
- Other retail duties as assigned by management

What we expect from you:

- Eagerness to learn about companion animal nutrition and the business practices of Tom&Sawyer
- Commitment to the philosophy of feeding fresh cooked food to cats and dogs (we do not support raw food diets)
- Arrive on time to start shift at designated time
- Flexibility to work additional shifts or modified days/hours
- Commitment to work scheduled weekend shifts
- Safely use all equipment, and report any deficiencies to management immediately
- Strong interpersonal skills and an ability to communicate with individuals from diverse backgrounds and cultures
- Organizational skills and the ability to be organized in a changing environment
- Adhere to all workplace policies
- Immediately communicate any customer issues to management for resolution

Knowledge and Skills:

Experience and knowledge in the areas of veterinary science, nutrition, pet services or marketing and social media are strong assets.

Working knowledge of social media platforms, Adobe Suite products and other marketing and graphic design tools is strongly desired.

We will provide necessary product knowledge, equipment and systems training during shifts but a keen interest in animal health and nutrition is required.

The Next Move:

Please send your cover letter and resume in confidence to: careers@tomandsawyer.com and reference RETAIL TEAM MEMBER POSTING in your email subject and cover letter.

We look forward to reviewing all applicants, however, only applicants we choose to interview will be contacted.

Tom&Sawyer is an equal opportunity employer. Accommodations for disabilities will be provided to support participation in all aspects of the recruitment process.