



**JOB TITLE : Retail Sales Associate – p/t**

**DEPARTMENT: Retail Store**

**REPORTS TO: Retail Manager**

Waterloo Brewing is a regional brewer with over a quarter century of brewing heritage. Waterloo Brewing remains a proud, home grown, 100% Canadian run business that offers more than a dozen award winning brands. Waterloo Brewing applied for and was granted the first new brewer's license in Eastern Canada in 37 years, effectively becoming the first craft brewer in Ontario and credited with pioneering the present-day craft brewing renaissance in Canada.

### **Description**

We are currently seeking a results-driven individual to join our Commercial team in the role of Retail Associate at our Kitchener retail outlet. This is an excellent opportunity to join a dynamic, fast-paced work environment with an employer who prides itself in providing an environment that encourages innovation and open communication. This role will focus on executing retail sales activities to ensure "best in class" service.

### **Key Objectives**

- The Retail Sales Associate plays a significant role in the day-to-day operations of the Retail store, ensuring the highest quality of customer service is provided to all Waterloo Brewing customers
- Conduct all functions related to billing, packaging, bookkeeping, answering customer inquiries, stocking and inventory management.
- Other tasks and duties as assigned by supervision or management that may be required to ensure the continued success of the company.

### **Key Responsibilities**

- Greeting and interacting with customers, visitors, etc. providing superior customer service at all time
- Responsible for day-to-day retail operations; cash, debit, credit card sales of beer and/or merchandise.
- Provide prompt, friendly, efficient, & informative customer service and product knowledge.
- Recommend, select, and help locate or obtain merchandise based on customer needs
- Maintain the appearance of the store including restocking of shelves and fridge, repackaging product, general cleaning, merchandising, etc.
- Receive and direct all incoming calls and visitors. Take and relay messages accurately and in a timely manner, including awareness of personnel absences, visitors, and others' job responsibilities to direct calls appropriately.

**ONTARIO'S FIRST CRAFT BREWER**



### **Education, Skills and Experience**

- Minimum High School Diploma
- Must be Smart Serve Certified (will provide training)
- Ability to work alone and as a team player
- Strong computer skills (MS Outlook email, MS Word, Excel, etc.)
- Must be a minimum of 18 years of age (legal to serve alcohol)
- Must be comfortable with some heavy lifting up to 50 lbs.
- Must be flexible and able to work evenings and weekends

### **Required Behaviors at Work**

- Treats customers and co-workers fairly and with integrity; builds positive relationships
- Communicates clearly and concisely, both verbally and in writing
- Contributes to an environment of continuous improvement and cost savings
- Shows willingness to learn new skills; gain new knowledge to meet or exceed job performance
- Works collaboratively as part of a team; is flexible (when required) to get work done
- Observes the company's policies and guidelines (includes health and safety policies)
- Demonstrates commitment to fellow co-workers by regular attendance and punctuality at work

### **Application Instructions**

Waterloo Brewing is an equal opportunity employer. We are committed to employing a diverse workforce and encourage all qualified individuals to apply.

Submit your resume through Indeed or to the retail store during business hours at 400 Bingemans Centre Dr. Kitchener.

We thank all applicants for their interest in Waterloo Brewing; however, only those candidates selected for an interview will be contacted.

**Agency calls will not be accepted**

