



Retail Associate & Delivery Ambassador

JOB TITLE: Retail Associate & Delivery Ambassador (Part-time contract May 6-Sept 1 2019)

DEPARTMENT: Commercial

REPORTS TO: Retail Store Manager

Waterloo Brewing is a regional brewing with over a quarter of a century of brewing heritage. Waterloo Brewing remains a proud, home grown, 10% 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.

Hours of work

4 days per week

- Tuesday, Wednesday and Thursday – Delivery
- Saturday or Sunday – In Retail

Description

We are currently seeking a results-driven individual to join our Commercial team in the role of Retail Associate & Delivery Ambassador 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 Associate & Delivery Ambassador 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
- A key liaison with on premise accounts in the local market and surrounding area
- An ambassador to our brands– training provided
- Events support as required
- Other tasks and duties as assigned by management that may be required to ensure the continued success of the company.

ONTARIO'S FIRST CRAFT BREWER



Key Responsibilities

- Greet and interact 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.
- Weekly keg deliveries to restaurants (3 days a week)
- Build and foster strong relationships with key customers, internal and external stakeholders
- Upkeep of company vehicle including, but not limited to, cleaning, fueling and oil changes as required

Education, Skills and Experience

- Minimum High School Diploma
- Must be Smart Serve Certified including retail requirements
- Ability to work alone and as a team player
- Strong interpersonal and communication skills
- Computer skills (MS Outlook email, MS Word, Excel, etc.)
- Must be a minimum of 18 years of age (legal to serve alcohol)
- Must be able to lift 50lbs
- Must be flexible and able to work evenings and weekends
- Must have clean driving record and be comfortable driving a company vehicle
- Ability to hook up/haul company utility trailer considered an asset
- Must have G class license and clean driving record

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 careers@waterloobrewing.com

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

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