



Student  
Association

## Retail Sales Associate

**Title:** Sales Associate

**Reports to:** Store Manager

**FT/PT:** Full-time, Part-Time

**Permanent/Temporary:** Permanent

**Wage:** \$15.78/hour

### Who We Are.

Welcome to BCITSA Stand Stores conveniently located at the Burnaby campus. The Stand Central offers a wide selection of drinks (bubble tea, specialty coffees made with JJ Bean beans, Coca-Cola pops and juices), snacks, sweet treats, and tasty meals. The Stand South carries all the snacks you love, plus a wide selection of school supplies to help you succeed at BCIT. The Stand is your convenient choice, wherever you are on campus, and whatever you need. Would you like to be part of this exciting operation on BCIT Burnaby's campus? Join our amazing Stand Store teams!

### The Position.

The Sales Associate is responsible for providing friendly and efficient service to retail customers through a positive and professional demeanor, efficient payment processing, and possessing solid product knowledge to answer any questions. You will make regular and specialty beverages, and assemble and warm up selected food items, as required. You ensure all merchandise is adequately stocked and handled in accordance with policies. You also have responsibility over the cash drawer. You may also be involved in ordering and receiving supplies, overseeing the safe, filling out forms, and organizing inter-store transfers. Finally, you will perform cleaning and stocking duties.

More specifically, your key duties and responsibilities will be the following:

- Build rapport with customers with authentic, friendly, helpful, and professional demeanour
- Resolve customer questions, complaints, and requests; inform supervisor
- Develop and maintain a solid product knowledge in order to answer questions, and assist customers in locating and selecting products
- Develop and maintain a good knowledge of campus layout, building names and our services, in order to provide directions to students and visitors

- Perform full cycle of transactions efficiently and accurately
- Process transactions through preferred method of payment
- Refund and exchange products
- Prepare and display food, and replenish throughout the day - at applicable locations
- Prepare coffee beans, brew coffee and clean equipment - at applicable locations
- Prepare specialty coffee and other specialty beverages as per prescribed recipes- at applicable locations

Other related duties are the following:

- Ensure store always looks neat and professional
- Follow internal merchandising standards and practices
- Assist in changing store displays
- Stock shelves and face products
- Clean all work areas, contact surfaces and equipment
- Support Student Executives and other staff members in their respective initiatives

### **YOU. Our Successful Candidate.**

With a proactive, engaging attitude you are someone who promotes customer service, teamwork, and communication in line with our culture and objectives. You are positive, customer orientated, and resourceful in your abilities to support the operation of the Stands.

In addition, you must have:

- High school diploma or equivalent
- Six months of experience in a similar role
- Basic proficiency using Windows computers
- FoodSafe Level 1 (for f/t positions)
- Multi-tasking skills

### **Competencies**

- Accountability
- Collaboration
- Communication
- Continuous Development
- Creative Thinking
- Cultural Awareness
- Customer Service
- Entrepreneurship
- Attention to Detail & Accuracy

- Leadership
- Organization & Planning
- Problem Solving

**What You Get in Return.**

We are a fun, dynamic team who are focused on putting forward their best. We focus on collaboration and creating meaningful relationships. Our staff receive discounted parking, 40% off food items, 25% off store items, and free part-time studies courses to name a few benefits.

**How to Apply.**

Please submit your resume to [jobs@bcitsa.ca](mailto:jobs@bcitsa.ca) with the subject "**Stand Store Sales Associate**".

*Thank you to all candidates who apply. Only those selected for an interview will be contacted. BCITSA encourages applications regardless of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, gender identity, or age. We value equity and diversity in the workplace, and the positive impact that it has on our teams. Upon receiving an interview, you may request accommodation for any accessibility needs.*

*BCITSA respectfully acknowledges that the land on which BCIT's main campuses are located is the traditional and unceded territory of the Coast Salish peoples, specifically the shared traditional territories of the Səl̓ílwataʔ/Selilwitulh (Tsleil-Waututh), Skwxwú7mesh Úxwumixw (Squamish), and xʷ məθkʷəyá m (Musqueam) First Nations.*