



## **Inventory Control Sales Associate**

**Reporting to:** Store Manager

**Location:** 220 Crowchild Trail NW, Calgary, AB

Ten Thousand Villages is looking for a dynamic and energetic candidate to join our team. We are looking for someone with strong retail experience, inventory control, receiving experience as well as experience merchandising. The successful applicant must possess strong leadership qualities and have the ability to work in a fast-paced and ever-changing environment.

**Salary:** to be set according to qualifications/experience.

### **Job Purpose:**

The Inventory Control Sales Associate will assist other staff and volunteers in the day to day operations in sales, customer service, displaying/replenishing merchandise and receiving stock

### **Other Job Information:**

This part time position (24 hours per week) reports directly to the Store Manager. Some over-time work (especially in the Christmas season, the annual inventory count and special promotional events) is expected. Shifts will be during store hours, with some weekend and evenings. Any compensation time for over-time must be approved by the Store Manager.

### **Main Job Duties:**

(Listed duties are illustrative, not restrictive.) As directed by the Store Manager:

- Develop a good working relationship with volunteer team
- Manage in-store inventory including pricing, re-pricing, best before dates, restocking
- Receive stock orders into inventory with accuracy
- Ensure correct pricing, labels and unpacking procedures are followed
- Work closely with volunteers and unpacking clerk to receive orders in a timely manner
- Ensure correct safety procedures are followed in the store
- Analyze food product and supply to anticipate shortages
- Place food orders with vendors
- Work with volunteers and other staff to build sales
- Plan, organize and execute major floor and/or window changes
- Merchandize shelves to maximize sales and a pleasant shopping experience for customers

- Learn product and artisan information and share this with customers through conversation, signage and product labels
- Keep the store neat, clean and attractive to customers
- Work with the Store Manager to maintain the building
- Deliver good customer service by:
  - a. Acting on customer requests with a sense of urgency
  - b. Keeping customers fully informed by providing timely updates of products and availability
  - c. Consistently follow through on commitments
- Operate the computerized cash register and inventory system. Handle returns, customer complaints and special requests.
- Troubleshoot the cash register when required
- Work with other staff to manage the store in the manager's absence
- Assist coordinating at offsite sales
- Prepare for and oversee the annual inventory count
- Open and close the store
- Actively participate in ongoing training and personal development
- Perform other duties as requested by store manager

**Job Specifications:**

- Knowledge and strong support of Ten Thousand Villages' mission and the principles of Fair Trade
- Experience and/or training in retail sales preferred
- Experience and/or training in inventory control and receiving preferred
- Proven leadership ability
- Good oral and written communication skills in English
- Proven good customer service skills
- Proficiency with current computer software
- Proven experience with visual merchandising

Interested candidates are asked to forward their resumes to [calgary.crowchild@villages.ca](mailto:calgary.crowchild@villages.ca), clearly marked 'Inventory Control Sales Position'.

**Closing Date:**

March 18<sup>th</sup>, 2020

Only those candidates selected for an interview will be contacted. Thank you for your interest.

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*The mission of Ten Thousand Villages is to create opportunities for artisans in developing countries to earn income by bringing their products and stories to our markets through long-term fair trading relationships.*