

## **CASHIER / CUSTOMER SERVICE REP-PART TIME**

Victoria Women In Need Community Cooperative (WIN) is a non-profit community service cooperative that provides programs to support women, trans, non-binary, and Two-Spirit people along their journey between crisis, self-sufficiency, and wellness. We run 3 resale shop locations as well as an online shop to be able to support us in funding our programs and operations. If you are someone who wants to make a positive difference in your community, is committed to the environment and reducing waste, is proactive, and wants to grow and develop with the organization – then this is the job for you. The successful candidate will become part of a diverse team of dedicated people who work hard, are committed to a shared set of core values, and also enjoy their work.

### **This is a hands-on position that is responsible for:**

- Providing excellent customer service; greeting customers, making recommendations, and helping them to locate the right merchandise.
- Providing a reassuring presence and being able to calmly explain and carry out COVID-19 safety procedures
- Building relationships, and creating a positive retail environment
- Acting as team support when needed relating to customer service
- Contributing to a supportive and inclusive team and work environment
- Being part of ensuring that the store meets performance goals
- Contributing to building and maintaining a positive and cooperative team working environment
- Providing information regarding WIN and its programs and supporting program delivery
- Acting in the role of the cashier when needed
- Rotating stock and maintaining stock quality
- Assisting with duties in all areas of the store including merchandising, putting stock back on the sales floor, and maintaining a clean and orderly store
- Ensuring all WIN policies and procedures are carried out effectively
- Maintaining high store standards and expectations

**Skills and Experience required:**

- Resourceful, positive attitude, and an excellent communicator.
- Excellent customer service skills, able to answer questions in a friendly and positive manner.
- Previous experience being part of a retail team and dealing with customer service-related issues is an asset
- Well organized with good attention to detail and a good sense of how to merchandise and rotate stock effectively.
- Knows about and values the work that WIN does in the community – must have an understanding of what WIN is all about.
- Ability to communicate respectfully, both verbally and written.
- Able to build empowering relationships with customers, donors, and Program Participants that reflect WIN's values and vision.
- Able to work autonomously, and use judgment, initiative, and critical thinking skills in problem-solving and communication on a case-by-case basis.
- Accurate and dependable in working with cash/point of sale system.
- Able to work independently and as part of a team.

**Start Date: As soon as possible****Hours: Part-Time (12-16 hrs per week)****Shifts: Friday & Saturday availability is required. Availability for additional shifts as needed is also appreciated.**

WIN actively encourages applications from members of groups with historical and/or current barriers to equity, including, but not limited to, persons who identify as women, members of groups that commonly experience discrimination due to race, ancestry, colour, religion, and/or spiritual beliefs or place of origin, Indigenous peoples, persons with visible and invisible disabilities, LGBTQ+persons, Trans and gender variant persons and others with the skills and abilities and knowledge to engage productively with diverse communities.

**Please send your cover letter and resume by email to  
employment@womeninneed.ca.**

**Only candidates chosen for interviews will be contacted**