

## Retail Associate

Hollyburn Country Club is a private family Club that provides its members with an exclusive hub for activity, sport, dining, entertainment, socialization and business. Located in the beautiful British Properties in West Vancouver, the club is a short 5 minute drive from Park Royal or a bus right to the front door.

We pride ourselves on the excellent employee experience that we offer and we are firm believers that everyone should enjoy their work. We offer benefits for both full and part time employees, employee engagement initiatives (staff events and games), employee recognition programs and development opportunities.

### Job Snapshot

Employment Type:	Full-time
Benefits:	Yes*
Reports to:	Liz Morrison – Sports Boutique Manager
Location:	Hollyburn Country Club, 950 Cross Creek Road, West Vancouver, BC

### ROLE RESPONSIBILITIES:

- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers' needs and provide assistance and information on product features
- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- Merchandising – clothing, display windows and boutique items
- Processing returns/exchanges/damages and claims
- Communication with company representatives
- Pricing inventory, receiving merchandise, monitoring members special orders, photocopying month end invoices and sorting, selling, ordering, cleaning
- Suggest ways to improve sales (e.g. planning marketing activities, changing the store's design)
- Build productive trust relationships with customers

### REQUIREMENTS

- Available for a 7 day rotation roster (Availability to work flexible shifts)
- Proven work experience as a Retail Sales associate, Sales representative or similar role
- Proficient in Microsoft Office and Outlook
- Strong interpersonal, multi - tasking and organisational skills
- Drivers licence and vehicle preferred
- You agree to get a Criminal Record Check with a vulnerable sector search at your local Police Department immediately upon being hired --- you will be reimbursed for this expense in full.



# Hollyburn Country Club

- You go above and beyond to demonstrate awareness and understanding of Hollyburn's aim to deliver exceptional service to its members.

## STAFF BENEFITS

- Competitive wages & extended health benefits\*
- On-duty staff meals (taxable benefit for full-time and part-time employees only)
- Free on-site parking
- Rewards and recognition programs
- Development and educational opportunities
- Career advancement opportunities
- Seasonal staff team building events & activities
- Exclusive access to *Facebook At Work*®, our new internal communication tool for HCC Staff
- Staff discount in the Sports Boutique

*\*PT and FT staff eligible for benefits after passing 3-month probationary review*

## Sounds like Hollyburn Country Club will be a great fit for you?

Apply today! Please send your cover letter and resume to the Hiring Manager for this role:

Hiring Manager's Name & Position: Liz Morrison – Sports Boutique Manager

Hiring Manager's email address: [LMorrison@hollyburn.org](mailto:LMorrison@hollyburn.org)

*\*No phone calls please. Only shortlisted candidates will be contacted.*

Thank you for your time --- We look forward to hearing from you!

*Sincerely,*

