

Loss Prevention Coordinator PT

This is a **24-32 hours/ week position**, must have availability evenings and weekends.

As a successful candidate, you have experience applying proactive and engaging customer service. You have proven experience with preventing theft in a retail environment. You will also ensure loss prevention systems, procedures, and policies are up to date and functional.

SKILLS + QUALIFICATIONS

- Excellent oral and written communication skills
- Excellent conflict resolution and non-violent communication skills
- Systems and procedures development
- Multi-tasking and organization; ability to prioritize and manage multiple demands
- Excellent customer service skills
- Must be bondable and have clean criminal record
- Must have B.S.T.
- Must have B.C. Security License
- At least 2 years industry experience
- MS Word, Excel, Outlook

DUTIES + RESPONSIBILITIES

- Spend active time on the floor engaging in proactive customer service
- Implement or monitor processes to reduce property or financial losses
- Investigate known or suspected theft or fraud
- Collaborate with law enforcement agencies to report or investigate crimes
- Conduct store audits to identify problem areas or procedural deficiencies
- Inspect buildings, equipment, or access points to determine security and safety risks
- Liaise with the Restorative Justice counsellors until case is completed
- Coordinate with General Manager, Human Resources, or other departments to assist in company programs, investigations, and training
- Identify and report safety concerns to maintain a safe shopping and working environment
- Perimeter and underground parking patrols
- Respond to all emergency conditions like safety hazards, fire, threats to life or property etc.
- Excellent communication skills, both internal and external.
- Develop and maintain departmental procedure documentation for loss prevention
- Provide training to staff on loss prevention policies and procedures
- Participate in the Joint Occupational Health and Safety Committee
- Other duties as required

OTHER COMPETENCIES

- Impeccable attendance and punctuality
- Dependable and trustworthy
- Exhibits quality performance and open to learning
- Demonstrates conscientiousness of others and self
- Demonstrates alignment and engages with the Co-op's goals and values
- Comply with the policies and procedures set out in the Employee Policy Handbook and Health & Safety Manual

Remuneration is calculated according to the applicant's years of experience.

WHY WORK AT THE KOOTENAY CO-OP?

Employees of the Co-op are truly unique. Our friendly, talented staff have created a culture of inclusiveness + teamwork, along with a passion for bringing organic, sustainable food to the Nelson area. Employees receive a store discount, health + dental benefits, RRSP contributions, and competitive wages. We value work-life balance, continuous improvement, and maintaining a friendly work environment where each staff member can get involved in making the Co-op a great place to shop & work.