

Customer Service Lead PT

The following position requires to **work 16-24 hours per week**. The Kootenay Co-op is looking for a self-motivated, reliable and responsible Customer Service Lead to join the Front End Team!

SKILLS AND QUALIFICATIONS

- Excellent customer service skills, diplomacy, and the ability to develop and maintain favorable relations with customers, staff, and vendors
- Excellent knowledge of cash procedures and daily schedule
- Ability to follow through on tasks, multitask and prioritize
- Knowledge of the resource people in the store for various areas of expertise.
- Basic computer skills
- Impeccable attendance & punctuality; ability to clock-in/out accurately
- Cooperative, respectful communication skills
- Positive attitude and constructive problem solving solutions on hand
- Ability to handle stressful situations in a calm manner
- Basic understanding of the cooperative movement and what makes us different

DUTIES AND RESPONSIBILITIES

- Assist with the general flow of customers at the front
- In the absence of the manager/assistant manager/Supervisor would be Lead of department which entails giving direction for tasks and ensuring flow of day
- Assist cashiers with till procedures and any customers needs
- Assist customers with resources including cooking class sign up, kids cards, home shops, refunds/returns, new member sign ups, etc.
- Ensure timely communication to cashiers regarding daily schedule changes
- Help maintaining store cleanliness, organization + in-store marketing initiatives
- Familiarity with the Co-op products and their location.
- Develop cooking/baking and product knowledge in the areas most frequently asked by customers, primarily regarding special needs diets.
- Comply with all Co-op policies and procedures

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 and teamwork, along with a passion for bringing organic, sustainable food to the Nelson area. Employees receive a store discount, health and 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 and work.