

On Call Member Services Lead

The Kootenay Co-op is looking for an On Call Member Services Lead. The following position is for 0-24 hours a week. Our Cashiers are friendly, knowledgeable, efficient, and have amazing memories for produce codes! If this sounds like you, we'd love to hear from you!

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
- Familiarity with the resources at the customer service desk
- Ability to follow through on tasks, multitask and prioritize
- Knowledge of whole, natural, and organic foods on local farmers, producers, and communities
- Cooperative, respectful communication skills
- Ability to approach problems with a positive attitude and have creative, constructive solutions on hand

DUTIES AND RESPONSIBILITIES

- Provide excellent customer service to members and non-members in the store
- Assist with the general flow of customers at the front, including assisting with grocery bagging, carry-outs and processing customer transactions on till when needed
- In the absence of the Floor Supervisor, lead the floor staff through their day, which includes being aware of cashier breaks to ensure excellent till coverage, giving direction for tasks in the department or directing them for further coverage in other departments to ensure efficient use of time, and ensure timely communication to cashiers regarding daily schedule changes
- Assist cashiers with till procedures and difficult customers
- Assist customers with resources at the customer service desk including cooking class
- sign up, kids cards, home shops, refunds/returns, new member sign ups, etc.
- Develop and maintain an up-to-date understanding off all member services and marketing initiatives
- Support the Member Service Admin team as needed

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.

Hourly rate - \$18.00 - \$21.50 dependent on experience