



At Bushtukah, our goal is to offer the best possible service experience to each and every customer. We are expected to always keep the best interests of our customers in mind; not only do we want to find the best solution for their needs, but we want to do it in a way that makes us their only destination for active lifestyle gear. Our customer service is what sets us apart. We seek employees who are committed to this goal. Our staff are passionate about what we do.

Job Title: Cashier

The Job: Cashiers are the “frontline” for our customers; often the first and last team member that our customers encounter when they visit the Stittsville store. This team member creates the first impression on our customers and ensures they leave having had a great experience. They champion our high level of customer service in providing our customers with phenomenal advice and service during each visit to the store. This position reports to the Store Manager and works closely with the entire retail team.

Key responsibilities:

- Accurately process customer purchase transactions through the Ascend Point of Sales system.
- Customer focus...greet and direct customers as they walk through the door and promptly manage incoming phone calls.
- Consistently support the Customer Service Standards.
- Assist customers over the phone and at checkout with sales, returns and other transactions while focusing on our commitment to excellent customer service.
- Ensure our customer service standards relating to phone calls are adhered to.
- Accountable for meeting targets relating to our customer “email capture” initiative.
- Be an expert and adhere to all our policies and procedures, particularly relating to holds, warranty, special order, returns and exchanges, “care and feeding” of products, and be able to search inventory in order to answer customer product questions.
- Maintain the cash areas by keeping them clean, tidy, organized and well stocked with supplies.
- Inform customers on products, services and promotions.
- Initiate activities and ideas to add value for our customers.
- Share your passion for the activities we promote!
- Pro-actively improve your product knowledge and take advantage of training opportunities.

To be successful in this role, you’ll need to have:

- Bilingual preferred
- Professional, friendly and enthusiastic attitude!
- Strong knowledge working on Ascend (POS System) and proficient with computers.
- Previous Cashier experience

- Sound judgment and be skilled at solving problems, while keeping calm when dealing with client concerns.
- Desire to put customers first and listen to their needs.
- Experience in outdoor gear sales is an asset.
- Proven ability to take ownership and initiative to achieve priorities.
- Excellent communication skills
- Interest in learning as much as you can about the products and services we offer.
- Look for ways to strive for continuous improvement...provide feedback and collaborate with the team.
- Ability to thrive in a fast-paced, team and results oriented environment.
- Be reliable and provide flexibility to **work weekdays**, evenings and weekends (based on business needs).

Please submit a resume and cover letter. Be sure to indicate why you would make a good addition to our Bushtukah team!

At Bushtukah, we are committed to fostering an inclusive, accessible environment, where all employees and customers feel valued, respected and supported. We are committed to providing employment in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity, please advise if you require accommodation.