

Summary

The Sales Associate team member at 1170 Heron Rd Ottawa works in a fast-paced environment that involves constant interaction with customers, delivering friendly and courteous service while explaining product benefits and fulfilling customer needs. This role also involves store maintenance such as stocking shelves, merchandising and general housekeeping. As part of the Team, you will be working weeknights and closing. Working between 20 to 32hours per week.

Responsibilities and Tasks

Customer Service

- Provides excellent customer service to all customers entering the store.
- Smiles, makes eye contact with and greets customers.
- Guides customer to the location of requested items.
- Locates products for the customers.
- Answers questions and provides friendly advice and services to customers.
- Suggests value-added and related products to customers to ensure they go home with what they need.
- Ends the discussion with the customer using a closing statement (e.g., “Is there anything else I can do for you today?” “Did you find everything you were looking for?” “Thank you for shopping at Canadian Tire”).
- Responds to and handles customer inquiries, requests and concerns in a timely manner, over the phone and in person.
- Handles multiple customers in an effective and efficient manner.
- Deals with challenging situations in a professional manner.
- Learns about new products on a regular basis.
- Keeps up to date with in-store promotions, in-store deals and product locations.

Operations

- Ensures that retail basics tasks are executed efficiently (e.g., stocking, labels, facing, etc.).
- Stocks shelves and merchandise display areas using modules and planograms as guidelines.
- Walks their assigned sections to understand what needs to be accomplished on a daily basis.
- Maintains inventory accuracy and identifies/reports low stock levels (e.g., hole check and bin cap analysis).
- Reports stolen and damaged goods to Management.
- Operates computer and RF gun and enters all relevant coding in Canadian Tire systems.
- Plays an active role in the department team by openly sharing opinions and ideas on how to improve department success and by participating in meetings and all training as required.
- Engages in learning activities and listens to feedback to improve their own abilities.
- Complies with company, store and department policies.
- Abides by all health and safety programs and regulations. Reports any observed or potential hazards immediately.
- Uses professional language and maintains a professional appearance (uniform, hygiene, grooming and name tag) when interacting with others.
- Completes other tasks, as required.

Requirements

- Basic math and typing skills.
- Ability to work under minimal supervision with computerized systems.
- Experience in a customer service role and/or with Canadian Tire store is considered an asset.
- Ability to operate a cash register is an asset.

Required Skills and Abilities

Successful candidates will demonstrate the following competencies :

- Strong orientation towards **customer service excellence**.
- **Highly approachable, customer-oriented** individual who thrives on offering exceptional service to customers.
- Strong belief in the Canadian Tire Values of **honesty, integrity and respect**.
- Effective **written and oral communication skills** (e.g., probing, listening, etc.) and the ability to maintain **professional communication,** even in challenging situations.
- Ability to **complete retail tasks** according to instructions and to demonstrate **responsibility for outcomes**.
- Ability to work in a fast-paced **team environment** that provides assistance and support to co-workers to achieve common goals.

- Ability to **resolve retail** and/or **customer issues**.
- Ability to **adapt** and **cope with challenging and changing situations**.
- **Positive attitude, punctuality and solid work ethic.**

Potential Career Opportunities

- Next levels: Merchandiser, Supervisor, Department Manager and Store Manager.
- Other retail, customer service and management opportunities in a large network of more than 485 Canadian Tire stores across the country.
- Career opportunities across the larger Canadian Tire family (Canadian Tire Petroleum, PartSource, Mark's, FGL Sports Ltd, Canadian Tire Corporation Limited and Canadian Tire Financial Services).

Physical Demands and Working Conditions

In compliance with the store's Health and Safety Policies and Procedures:

- Standing/walking for 8 hours.
- Lifting and/or carrying of merchandise items, as required, on a regular, frequent and unassisted basis. Merchandise item may vary in weight from "light" to "heavy".
- Lifting and turning repeatedly throughout the shift.
- Lifting above the shoulder, from floor to shoulder and floor to waist**.**
- Ability to go up and down a ladder while carrying merchandise.
- Walking and carrying things at the same time and pushing/pulling, as required.