



Retail Associate

Summary:

Up North Adventures is an award winning adventure travel outfitter located in Whitehorse, Yukon, Canada. We have been helping people experience the Yukon since 1991. This is a full time position based in Whitehorse. As the Retail Associate, your primary objective is to assist in the delivery of the year-round retail program. Acting as the face of the store, you are a key team member helping to execute the daily deliverables of our specialty outdoor products and services.

Roles and Responsibilities:

- ⤴ Deliver exemplary customer service in the store, analyze client needs and provide knowledgeable, professional advice or assistance
- ⤴ Organize and maintain a clean & structured retail environment
- ⤴ Assist with planning and execution of retail program including: pricing, special events, warranty claims and sales goals
- ⤴ Communicate with customers via email, phone, fax or in person with regards to products and services we offer
- ⤴ Help update & maintain POS system

Daily duties:

- Open and close store and office
- Set up seasonal displays
- Maintain a clean and organized retail space and overstock area
- Receive and answer inquiries via email, phone, fax or in store
- Assist customers with gear selection and purchases
- Process payment from customers with the POS system
- Handle warranty claims and special orders
- Prepare quotes for corporate clients
- Merchandise inventory in an attractive and appropriate manner
- Attend and participate in staff meetings
- Assist Trips and Yard staff during busy times
- Monitor retail inventory
- Other duties as required



Required Skills:

In order to be a successful part of the Up North Adventures team the following skills are required:

- Exceptional customer service skills
- Demonstrated experience in sales
- Superior organizational and time management skills
- Strong computer skills with POS, email, word processing and spread sheet experience
- Established ability to communicate concisely and clearly with supervisors, co-workers, wholesale clients and customers.
- Willingness and ability to work positively and effectively within a diverse environment
- Ability to recognize and successfully meet deadlines
- Capable of taking direction and following instructions
- Ability to take initiative and work with minimum supervision
- Maintain a professional attitude and organized work space
- Ability to both troubleshoot and problem solve
- Task oriented with the ability to focus in a fast-paced and busy environment
- Fluent in English - oral and written
- Valid Class 5 Yukon Driver's License and clean Driver's Abstract
- Punctual

Preferred skills/experience:

- Education or work experience in retail, or outdoor retail
- Valid Class 4 Yukon Driver's License and clean Driver's Abstract
- Knowledge of Yukon's outdoor recreation scene
- Experience and/or knowledge of the outdoors, paddling, camping, and winter sports
- Valid Wilderness Advanced First Aid or Wilderness First Responder Certification with CPR level "C"
- Fluency in second language an asset (French, German and/or Spanish)

Interested persons are encouraged to send a resume and cover letter outlining why they feel they would be a good fit for this position to:

Dave Myers, Operations Manager - trips@upnorthadventures.com

Posting closes March 1st, 2017.

Anticipated start date: March 15th, 2017