



Retail Supervisor

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, seasonal position based in Whitehorse. As the Retail Supervisor, your primary objective is the administration and execution of the summer retail program. Acting as the face of the store, you are the critical link helping to execute the daily deliverables of our specialty outdoor products and services.

Roles and Responsibilities:

- ⤴ Organize and maintain a structured retail environment
- ⤴ Assist with planning and execution of retail program including: ordering, pricing, marketing, special events, and forecasting
- ⤴ Communicate with local, national and international customers via email, phone or in person with regards to products and services we offer
- ⤴ Deliver exemplary customer service in the store, analyze client needs and provide professional advice or assistance
- ⤴ Identify current and future trends that appeal to our customer base
- ⤴ Provide input as to strategic direction for retail program
- ⤴ Coordinate with office and trips staff to ensure timely and proper delivery of products and services
- ⤴ Manage POS system

Daily duties:

- Open and close retail store and office
- Set up seasonal displays
- Maintain a clean and organized retail space and overstock area
- Receive and answer inquiries via email, phone and 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
- Help, advise and supervise other retail staff with tasks
- Attend and participate in both management and staff meetings
- Assist Trips and Yard staff during busy times
- Monitor retail inventory and POS supplies
- Other duties as required

Required Skills:

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

- Proven track record of 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.
- Ability and willingness 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
- Proactive in finding solutions to problems
- Possess critical thinking skills, both trouble shooting and problem solving
- Ability to focus on the task-at-hand in an extremely busy environment
- Valid class 5 Yukon Driver's License and safe driving record
- Fluent in English - oral and written
- Punctual

Preferred skills/experience:

- Education or work experience in retail, outdoor retail or small business management
- Knowledge of Yukon's outdoor recreation scene
- Experience and/or knowledge of the outdoors, paddling, camping, and winter sports
- Fluent in French, German and/or Spanish an asset
- Certification in canoeing, kayaking and/or SUP an asset
- Wilderness First Aid certification
- Swiftwater Rescue training/experience

Reporting and remuneration:

- ▲ Reports to Operations Manager
- ▲ Salary commensurate with education and experience. Additional staff benefits available.