



## 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, seasonal position based in Whitehorse. As the Retail Associate, your primary objective is to assist in the delivery of the summer 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, and camping
- 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)

### **Reporting & Remuneration:**

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

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