



Retail Salesperson or Customer Service Representative

WIN (Victoria Women In Need Community Cooperative) is a non-profit social enterprise that runs 4 resale stores and is self-funded in providing programs for women in Greater Victoria. Our programs support women along their journey between crisis, self-sufficiency and wellness.

If you are someone who wants to make a positive difference in your community, is committed to the environment and reducing waste, is proactive and wants to grow and develop with the organization – then this is the job for you. The successful candidate will become part of a team of strong and dedicated people who work hard, are committed to a shared set of core values and also know how to enjoy their work.

In this position you will:

- Process sales transactions and receive and process cash, debit or credit payments,
- Assist in displaying of merchandise and putting stock out,
- Provide excellent customer service to customers & donors; greet customers, recommend and help locate the right merchandise,
- Answer customer's questions and provide information on procedures or policies,
- Assist with duties in other areas of the store, such as monitoring fitting rooms, putting stock back on the sales floor or checking in customer bags,
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices,
- Maintain clean and orderly areas and complete other general cleaning duties,
- Be available for a variety of shifts and days, including weekends.

Skills and Experience required:

- Must have retail sales experience,
- Leadership abilities; able to work alone or in a team setting, resourceful, positive attitude and a good communicator,
- Has a confident, friendly and engaging personality and is comfortable working with all members of the public,
- Excellent customer service skills, able to answer questions, positive or negative, in a confident and friendly manner,
- Knows about and values the work that WIN does in the community – must have an idea of what WIN is all about,
- Strong knowledge of quality standards for housewares and clothing.

Hours: Part time, available weekends.

Wage: to be determined based on knowledge and experience

Please send your cover letter and resume by email or drop off your resume at 785 Pandora Avenue, Victoria, BC.