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## Boutique Sales Associate - Part Time Job Description

**Department:** Community Engagement, Social Enterprise  
**Branch:** Social Enterprise  
**Location:** 641 Columbia Street, New Westminster  
**Reports to:** Store Supervisor

### Job Summary:

The Boutique Sales Associate ensures the successful sale of new and second hand retail products to customers by providing excellent customer service and informed knowledge of the product, advertising and promotions. Duties also include the promotion of *Found* via social media.

### Main Duties and Responsibilities:

- Present a warm and positive demeanor and attitude with an amazing first impression.
- Present a fashion forward and stylish demeanor in keeping with the branding of the store.
- Provide an excellent customer service oriented environment
- Assist customers and answer all related inquiries.
- Assist in display of merchandise.
- Operate cash register, balance cash, opening and closing cash, preparing documentation for daily closing.
- Assist with in-store promotions and replenishing shelf stock.
- Alert Supervisor to all emergency problems with difficult patrons etc.
- Perform some janitorial duties such as cleaning change rooms, staff lunch room, sweeping floors, dusting display booths etc.
- Sort and rotate merchandise.
- Work collaboratively, as needed, with Marketing Communications team, Consignment Store Supervisor, and Manager, Social Enterprise and Community Engagement to execute inspiring and innovative social media campaigns to raise brand awareness.
- In collaboration and consultation with the Development Officer, Social Media, strategize, create, schedule, and post on social media channels (Facebook, Instagram, etc.) to increase awareness of *Found*, and develop the social community by responding to online comments and inquiries.
- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.
- Perform other duties as assigned.

### Knowledge, Skills and Abilities:

- Agreement with UGM's Mission Statement (see [www.ugm.ca](http://www.ugm.ca)) and support the Statement of Faith.
- Completion of a secondary school diploma.
- Two years' experience in retail.
- Excellent customer service skills.
- A great work ethic with an eagerness to try new things.
- A strong foundation of brands and designer knowledge.
- Working knowledge of social media marketing techniques and best practices.
- Background in second-hand clothing an asset
- Good English skills (verbal, reading and writing).
- Basic computer skills (Excel, Word and Outlook).

- Cashier experience
- Must be able to lift 35lbs.
- High degree of comfort in a fast-paced environment.

### Behavioural Competencies:

- **Adaptability/Flexibility (Level 1)**  
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Delivering Results (Level 1)**  
Remain self-motivated and focused until the best possible results are achieved, with passion and persistence despite obstacles, resistance, and setbacks.
- **Diversity and Cultural Responsiveness (Level 1)**  
Provide respectful, equitable, and effective services to diverse populations by affirming the value, worth, and dignity of all.
- **Planning and Organizing (Level 1)**  
Identify and prioritize tasks, develop and implement plans, evaluate outcomes, and adjust activities to achieve objectives.
- **Self-Management (Level 2)**  
Manage emotions and strong feelings while maintaining a calm and tactful demeanor under a broad range of challenging circumstances.
- **Teamwork and Cooperation (Level 2)**  
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

### Working Conditions:

- **Work Location**  
Work is generally performed indoors within a retail environment.
- **Physical Requirements**  
The employee will spend 75% of the time standing. Employee is required to operate a cash register intermittently throughout the day, and to periodically look at a computer screen and use a keyboard. Duties require extended periods of standing and/ or walking. Duties require occasional periods of climbing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Must be able to lift up to 50lbs occasionally and up to 35lbs regularly.
- **Work Conditions**  
Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Employee is required to work with large sums of cash. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems.
- **Hours of Work**  
Moderate overtime may be required.
- **Hazards**  
Job requires working with chemicals. Job requires interaction with the public some of whom may be upset, abusive, and/or violent.
- **Other**  
Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.

**Employee's Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_