

JOB DESCRIPTION

ATTENDANT - SUBtext

BUSINESS OPERATIONS DIVISION

UNIVERSITY OF VICTORIA STUDENTS' SOCIETY

FUNCTION:

1. Provides quality customer service at SUBtext and completes day-to-day tasks required to run the store.

ORGANIZATIONAL RELATIONSHIPS:

1. Reports and is responsible to the SUBtext Student Supervisor and SUBtext Manager but under the overall authority of the Executive Director.

ORGANIZATIONAL BACKGROUND:

1. Founded in 1964, the University of Victoria Students' Society (UVSS) is an incorporated membership based non-profit that is autonomous from the University and provides advocacy, services and events to all undergraduate students at UVic.

DUTIES:

1. Assist with store opening and closing procedures.
2. Process retail and consignment sales.
3. Clean store area and maintain store equipment.
4. Explain consignment procedures and store policies to customers.
5. Enter consignment data into the computer system and issue contracts.
6. Issue payments and in-store credit as required.
7. Notify the Supervisor or SUBtext Manager of any potential issues.
8. Maintain adequate stock levels and communicate with team about replenishment.
9. Assist customers in updating and maintaining their accounts.
10. Assist in the merchandising and display of products.
11. Other related duties as assigned by the SUBtext Manager or Executive Director.

QUALIFICATIONS:

Required:

1. Must be an active member in good standing of the University of Victoria Students' Society (a current undergraduate student).
2. Six-months' experience in retail sales or equivalent customer service.
3. Must be organized.
4. Dedicated to a high level of customer experience.
5. Must be able to work as part of a team.
6. Must be punctual and reliable.
7. Ability to work independently with little supervision.
8. Experience using a computerized point of sale (POS) system.
9. Ability to be flexible under stress and in dealing with difficult people.

Preferred:

1. Experience in consignment sales.
2. Three to six months of cash handling experience.

This is a student job and is a unionized position with the United Steelworkers. The University of Victoria Students' Society is an equal opportunity employer.