



# Full Time Retail Clerk

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## Title

Retail Clerk

## Reports To

Retail Manager

## Summary

The retail clerk is responsible for greeting customers and promoting and operating sales of merchandise and beer in both the Cobden and Foresters Falls retail stores. They are also responsible for packaging beer as well as selling it through the drive thru location in Cobden. Knowledge of the products and functionality of certain aspects of the brewery are crucial when speaking with customers. Customer service, product quality, and knowledge of products and company are the highest priorities of the retail team.

## Core Competencies

- Accountability
- Adaptability
- Communication
- Negotiation
- Problem Solving
- Results Orientation
- Teamwork

## Job Duties

- Greet customers and provide information on products and company
- Package and sell beer
- Keep a clean work environment (sweep and mop, wipe counters, dust and wash merchandise, tidy merchandise)
- Give knowledgeable tours and tastings to customers
- Prepare online orders for delivery
- Take inventory of products
- Follow a weekly routine
- Assist in other departments when needed
- Maintain a high level of customer service.
- Ensure accuracy in all transactions, inventory, and procedures.
- Participate in all manner of store maintenance.
- Maintain a high level of product and service knowledge.



- Maintain a professional appearance, demeanour, and attitude at all times.
- Performs other duties as required.

## Requirements

- Ability to work in a fast-paced, dynamic environment.
- Ability to make excellent sales to achieve performance in alignment with goals and objectives.
- Excellent customer service skills, interpersonal, organizational, and communication skills.
- Motivated and creative team player.
- Ability to take instruction as well as think on their feet (should be able to work towards a routine with little instruction necessary)
- Have a valid Ontario Smart Serve Certificate
- Should be able to lift at least 50lbs
- Ability to stand for long periods of time
- Should have a valid Driver's License
- Experience in retail sales preferred
- Exceptional verbal communication
- Excellent listening skills.
- Strong written communication skills.
- Self-motivation, with high energy and an engaging level of enthusiasm.
- Ability to perform basic mathematical calculations.
- Ability to work individually and as part of a team
- High level of integrity and work ethic.

## Work Conditions

- Ability to attend and conduct presentations.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.

## Contact Information

Please email resumes to [terri@whitewaterbeer.ca](mailto:terri@whitewaterbeer.ca)

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At Whitewater Brewing Company, we are committed to creating a diverse and inclusive workplace.