

RNC**Employment Service**905-727-3777 *Aurora* 222 Wellington Street East, Main Floor

Job Title

Sales Support Lead**Job # 1902017**

NOC / NAICS

6211 / 453210

Date

February 27, 2019

Location

York Region
(AURORA: Yonge / Murray)

Wages

Based on experience

Experience
(Yrs.)
 0-1
 1-3
 3-5
 5+

Hours/Week

40 hours/week

Employment
Type
 Perm
 Temp
 Seasonal
 FT
 PT
Schedule
AvailabilityOpen availability including days,
evenings and weekendsBenefits Available
After Probation Period
 No
 Yes: following probationary period
**Workplace / Physical
Requirements****Company**

Join a leading office supply retailer! At STAPLES, they create the ideal environment for applying the skills you already have, while putting at your disposal a variety of development tools and programs to contribute to your professional growth and help you take your career to new levels

Position Summary / Candidate Profile

A retail supervisory opportunity working for a office supply company located in Aurora. This role is responsible for ensuring customers have a positive shopping experience and an ideal candidate is detail-oriented and offers leadership experience.

Job Duties**MERCHANDISING AND REPLENISHMENT – 80%**

- Maintains merchandising standards, including current pricing, signage, plan-o-grams, promotional planners, ad set-ups and displays.
- Facilitates and/or participates in cycle count processes as specifically outlined by policies and procedures
- Accountable for the input and integrity of appropriate paperwork. Responsible to forward for approval to appropriate manager and/or home office.
- Maintains and sustains an efficient filing system for all relevant paperwork as per company standards.
- Prepares the daily printing of signage and price changes for all merchandise when required.
- Assists in keeping the damaged products area clean ensuring items in need of shrink-wrapping are attended to in a timely basis.
- Prepare for inventory count(s), participates in the inventory taking process, and follows up on variances.
- Responsible for the execution of the return to the vendor (RTV) process in the absence of the Receiver.
- Where applicable, coordinates the recycling programs including toner, ink, batteries and electronics.
- Provides guidance and training to associates as needed.

GENERAL OPERATIONS – 15%

- Ensures exceptional customer satisfaction & displays professionalism when assisting customers & associates
- Increases opportunities for add-on sales to customers using current selling techniques
- Provides coverage and assistance in areas of the store where business needs require
- Responsible for opening and closing the store as required.
- Participates in the Manager on Duty program.
- Ensures associates check and understand all sources of communication for information (white boards, bulletin boards, portal, etc).
- Accountable to understand general company policies and provide guidance to staff as needed.
- Demonstrates understanding of policies and procedures related to this position per training checklist
- Identifies and communicates suggestions for improvements in all areas of business.
- Ensures general cleanliness of workstations, lunchroom & washrooms according to company standards
- Promotes and maintains a safe working environment and follows all company protocols for safety and is required to report any unsafe working conditions to a manager.

LOSS PREVENTION / PRIVACY – 5%

- Follows proper store opening and closing procedures, including alarm checks and security walks.
- Properly secures all assets and physical inventory and follows all loss prevention and key control procedures.
- Responsible for the security (opening and monitoring of activity) of the receiving area and all lock ups within the store when requested by a manager.
- Ensures understanding of and adherence to all privacy policies and procedures.
- Assists in enforcing inventory related procedures to ensure SKU integrity and prevent shrink.
- As per policy, required to have personal parcels (bags, totes, backpacks, purses, etc.) checked by a manager prior to leaving the store premises.
- This position may be required to verify bag checks when in the role of Manager on Duty.

Requirements / Candidate Profile

- **One year of previously related experience is preferred**
- Ability to make decisions with integrity supporting company guidelines and makes good business sense
- Ability to resolve customer concerns in a diplomatic manner.
- Demonstrates leadership ability.
- Ability to engage customers in a friendly and professional manner.
- Capacity to communicate with customers effectively using a variety of mediums.
- Ability to plan, organize and prioritize efficiently to effectively handle their daily responsibilities and serve our customers.
- Ability to work effectively with ongoing distractions is necessary.
- Can engage appropriately and work as part of a team.
- Capacity to work independently and seek out assistance as required

How to apply

To apply please submit resume to HRQR@rnc.ca for pre-screening and consideration.

Include a note indicating why you are a good fit for this position.

Disclaimer

RNC Employment Services reserves the right to submit applicant resumes in their sole judgement directly to employers only following registration. Registration in itself does not determine applicant job posting eligibility. Further RNC is not responsible for employer hiring decisions which may pre-empt registration.