

Job Title: Oseredok Boutique Assistant

Employment Type: Contract, Part-time (6 hours a week, Saturday)

Hourly Wage: \$16

To apply: Email a cover letter, resume, and references to info@oseredok.ca by **April 20, 2024**

Overview:

As Oseredok Boutique Assistant, you will play a crucial role in delivering outstanding customer service and ensuring the smooth operations of Oseredok Boutique. Reporting directly to the Executive Assistant, your role will involve managing merchandise sales and our Point-of-Sale system. As a front-line staff, you will be the face of Oseredok Ukrainian Cultural and Educational Centre, responsible for creating and upholding the positive public image of our institution.

Key Responsibilities:

Boutique Operations:

- Oversee day-to-day boutique operations, maintaining a welcoming and well-organized environment.
- Provide exceptional customer service, including greeting and advising customers, addressing inquiries, and promptly meeting their needs.
- Develop and maintain in-depth knowledge of Oseredok merchandise, assisting customers in locating items within the Boutique or the online store.
- Actively engage in sales efforts, offering product recommendations, upselling, and cross-selling to achieve or exceed sales targets.
- Accurately handle cash transactions, process credit card payments, and manage cash register operations.
- Process returns and exchanges following store policies and procedures.
- Contribute to visual merchandising efforts, ensuring attractive product displays and a tidy, organized store atmosphere.
- Open and close the boutique, prepare registers, conduct end-of-day cash/sales reports, and submit them to the Bookkeeper.
- Recommend Oseredok Membership benefits to enhance the customer's shopping experience.
- Participate in all Boutique special events, including off-site events.
- Process online orders, ensuring accurate fulfillment and timely delivery.
- Monitor customer behavior to maintain store security and follow loss prevention guidelines.

Point of Sale System Management:

- Work with the Point-of-Sale system to accurately enter inventory items (names, prices, photos, vendors, etc.) and print labels.
- Ensure all products have accurate price tags and update pricing information.
- Monitor inventory levels, assist with stocktaking, and report low-stock items to the Executive Assistant.
- Create item descriptions and take merchandise pictures for the online store.
- Research and identify sources of inventory products, place and receive orders, and determine retail prices.
- Facilitate communication with suppliers and vendors for product orders and deliveries.

Support and Communication:

- Introduce Oseredok's exhibits, programming, and events to our guests.
- Answer phones politely and redirect calls as necessary.

- Handle various inquiries, including complaints, and address them professionally.
- Gather and relay customer feedback to the Executive Assistant to continuously improve the boutique's products and services.
- Maintain high building security standards, including monitoring the security cameras and implementing access control measures to ensure the safety of all occupants and assets.
- Support the boutique's social media presence by contributing to content creation, engaging with customers, and promoting products and events online.

Qualifications and Skills:

- Strong organizational skills.
- Ability to meet deadlines.
- A passion for providing exceptional customer service.
- Excellent communication skills.
- Strong interpersonal skills.
- Attention to detail.
- Ability to follow directions and adapt to changing procedures.

If you are a dedicated, organized, and customer-oriented individual passionate about preserving Ukrainian and Ukrainian-Canadian heritage, we encourage you to apply for this exciting opportunity at Oseredok Ukrainian Cultural and Educational Centre.