

Full Time Team Leader

Ren's Pets Depot - Downsview, ON

Job Posting is for our upcoming Downsview location.

Customers come first! Good customer service is vital to build trust with our current and future buyers". Customer service is critical to the success of any organization. Customer service professionals interact with customers to provide information on pet products and services. We are looking for individuals that are looking to combine their love of animals and the retail industry. If this is you, visit us at: www.renspets.com and read on.

RESPONSIBILITIES

- Customer Service
- Receiving
- Inventory Control and Merchandising
- Motivate team through the Ren's vision of Best in Customer Experience
- Communicate clear expectations and hold the store team and themselves accountable to the highest standards
- Lead and inspire an excellent customer service culture by recognizing and rewarding your team
- Build effective relationships with peer and upper management partners
- Participate in productive management and team meetings
- Recognize performance issues in a timely manner and partner with Store Manager to develop action plans for resolution
- Assists the Store Manager in the execution of the store business plan that will lead the store to successfully achieve budget plans
- Works with Store Manager to ensure budgets are met to include payroll management
- Assists Store Manager in attaining accurate inventory levels and helps reduce shrinkage
- Assists customers on the sales floor, on the telephone, as well as at the registers
- Proactively seek to learn and grow through personal learning and development opportunities
- Ensure that all visual directives are executed seamlessly and within scheduled time frame and allotted payroll budget
- Partner in store's execution of all merchandise processing and flow to the floor in conjunction with exceptional backroom standards
- Assists Store Manager in attaining accurate inventory levels and helps reduce shrinkage

QUALIFICATIONS

- Must have a pleasant, friendly style
- Brings delight to customers, always going above and beyond the call of duty
- Able to distinguish your customer's needs
- Strong verbal and written communication skills
- Attention to detail
- Constantly strive to educate yourself on products and services
- Must be able to frequently lift and/or move up to 50lbs
- Ability to work in a fast-paced and deadline-oriented environment
- Ability to work a flexible schedule to meet the needs of the business, including holidays, nights and weekends
- Pet knowledge/experience an asset

Job Type: Full-time

Required experience:

- Retail Management: 1 year