

## **The Winnipeg Humane Society – Job Posting # 2022-12-4**

**Date:** July 4, 2022  
**Position Title:** Retail Assistant  
**Reports to:** Retail Operations Supervisor  
**Rate:** \$13.01-\$17.10  
**Classification:** Union  
**Hours:** Tues/Thurs 4:15pm-7:15pm; Sat 10:30am-6:30pm  
14 hours per week, shifts flexible  
**Days/Time of shifts could vary/change**  
**Start Date:** ASAP

**Closing Date for Internal Candidates:** July 9, 2022

### **Position Summary:**

The Retail Assistant is responsible for promoting and selling retail items in the Pet Shop at The Winnipeg Humane Society, providing cashier services to WHS clients, and stocking, pricing, and ordering of retail merchandise for the WHS Pet Shop. The Retail Assistant has frequent contact with Society staff, management, volunteers, and suppliers/vendors.

### **Purpose:**

This position will be responsible for providing excellent customer service to both internal and external partners. Assisting the Retail Operations Supervisor to ensure all processes, requirements, and necessary steps are completed to ensure utmost customer satisfaction.

### **Responsibilities:**

- Strategy and Planning
  - Develop knowledge about other services provided by the Society and find opportunities to match available services to interested clients
- Financial Management
  - Handle cash and cash balancing
  - Process retail sales and other transactions on computerized cash register
- Operational
  - Receive, inventory, code, and price retail products
  - Open or close Pet Shop as part of daily routine
  - Stock shelves, prepare retail inventory for display and participate in general upkeep of the store
  - Assist in annual inventory audit at the end of the fiscal year
  - Set up and take down retail displays for special events as required, including transportation of fixtures and merchandise in WHS vehicle
  - Move merchandise and fixtures from storage areas to the Pet Shop, unload deliveries when requested
  - Conduct periodic inventory counts of retail merchandise, including year-end December 31 or January 2 each year
  - Work with other staff and volunteers as required

- Stakeholder Relations and Communication
  - Greet clients promptly and courteously and determine their service requirements
  - Promote and sell WHS Pet Shop products and merchandise to adoption clients and all other retail clients
  - Communicate with Retail Operations Supervisor to ensure merchandise is available at the Pet Shop
  
- Administration
  - Any and all administrative retail duties as assigned by the Retail Operations Supervisory
  - Other duties as reasonably assigned

**Accountability:**

Directly accountable to the Retail Operations Supervisor, this position has authority to perform all duties and responsibilities within established policies and procedures. The incumbent must be able to take direction and work closely with Retail Operations as part of the team responsible for Pet Shop operations.

**Qualifications & Experience**

The following qualifications are desired and would be considered assets:

- Demonstrated successful promotional or sales experience
- Experience cash handling and balancing record
- Previous experience working with volunteers an asset

**Knowledge & Skills:**

- Strong client service attitude
- Excellent ability to articulate and communicate with clients, fostering a high standard of client care
- Ability to operate computerized cash register system
- Knowledge of pet products
- Ability to haul and carry display fixtures and boxes of merchandise
- Strong organizational skills with attention to detail
- Ability to work well with others, or independently
- Ability to use good judgement to solve problems and adapt as needed
- Ability to work efficiently and meet deadlines
- Demonstrate and maintain professionalism in all aspects of work

**Personal Attributes**

- Outgoing and personable individual
- Outstanding team player with a willingness to change and adapt at a moment's notice

**Exemplifies Winnipeg Humane Society's Core Values**

- We are and always will be **humane**
- We sincerely **respect** each other
- We communicate proactively, and we **listen**
- We are **humble**, and we are always willing to accept better and new ideas
- We are committed to **transparency** and accountability

**Position is subject to a Criminal Record Check including Vulnerable Sector Search.**

Please email resume and cover letter to  
Attention: Meghan Irwin  
[meghani@winnipeghumanesociety.ca](mailto:meghani@winnipeghumanesociety.ca)

**Please quote the job posting number in your email subject line and in your cover letter.**

**NO PHONE CALLS PLEASE**

We thank you for your interest, however only those applicants selected for an interview will be contacted.