



Retail Sales Clerk

Whistler Blackcomb's mission is to create the best memories for you... again and again!

Why you'll love working in Retail/Rental:

- Split shifts and evening shifts allow for more time on the hill!
- Great team environment
- Staff deals and discounts on the latest gear
- Low-stress jobs
- Not a lot of experience? No big deal – we're here to train!

Position Status: Full Time (30-40 hours/week) Part Time (16-29 hours/week) Seasonal, Hourly
Seasonal positions can be differentiated from year round jobs as they have predefined start and end dates. These dates may vary due to seasonal business fluctuations.

Position Summary: As a Retail Sales Associate, you will strive to exceed guest expectations in all aspects of the shopping experience; professional, knowledgeable, and providing a comfortable and inviting shopping atmosphere. The ideal candidate will be outgoing, fun and customer-driven.

What you'll be doing:

- Maintain a consistent and high level of guest service.
- Understand and comply with Service Power policies.
- Handle guest complaints, returns and exchanges in a friendly manner.
- Greet guests within 30 seconds of entering the store.
- Offer accurate product information, features and benefits of the products.
- Instruct the guest regarding proper care and maintenance of the products.
- Operate RTP and balance the register.
- Keep floor well stocked of sizes and styles and take part in inventory counts.
- We are a company that works together and throughout the season you may be required to assist other departments as needed. Live and work by our core values:
- Teamplay, Employee Experience, Striving to be the Best, Customer Loyalty, Honesty and Integrity, Community and Environment, and Playing Safely.
- Always show up on time, in uniform, and adhere to the grooming policy!
- Complete W.I.S.H. training and pass assessment.
- Meet minimum sales per hour targets and/or closing ratio shift standards
- Meet store goals for guest service standards as measured by the Mystery Shopper Report.

Qualifications:

- Retail Sales experience required.
- Cashier experience required.
- Must be approachable, dependable and a responsible member of the team.
- Experience selling in the ski industry is an asset.
- Proof of clear criminal record check.

