



At Bushtukah, our goal is to offer the best possible service experience to each and every customer.

We are expected to keep the best interests of our customers in mind at all times; not only do we want to find the best solution for their needs, but we want to do it in a way that makes us their only destination for active lifestyle gear. Our customer service is what sets us apart. We seek employees who are committed to this goal. Our staff are passionate about what we do.

Job Title: E-Commerce Associate

The Job: This position assists with the fulfillment of online orders in an accurate and timely manner. They champion our high level of customer service in providing quality, efficient and professional online support to both our customers and staff. This position reports to the Store Management Team and works closely with the E-Commerce teams at both stores and the Distribution Centre.

Key responsibilities:

- Advise on the addition/removal of product content to our website to reflect in-stock items and accurate pricing.
- Processing incoming web orders in a timely and efficient manner.
- Liaise with internal resources regarding the day to day management of our website
- Day to day shipping and logistics management
- Customer communication by phone/email
- Be an expert and adhere to all of our policies and procedures, particularly relating to holds, warranty, special order, returns and exchanges, "care and feed" of products, and inventory in order to answer customer enquiries and resolve problems over the phone or by email
- Assisting in other areas of the company as needed
- Proactively improve your product knowledge and take advantage of training opportunities.
- Adhere to all Bushtukah policies and procedures (including and not limited to Code of Conduct, Confidentiality/Privacy, Health & Safety, Workplace Violence, Workplace Harassment, Ladder Policy)

To be successful in this role, you'll need:

- Strong computer/technology skills; proficiency using software (Adobe, Office, Ascend, SmartEtailng) with an aptitude for learning new programs
- Excellent organizational skills and ability to multi-task.
- Strong communication skills, both written and verbal
- Ability to work in a team environment
- Ability to work in a fast paced environment
- Be reliable and provide flexibility to work weekdays, evenings and weekends (based on business needs).
- Bilingual in French and English is an asset (particularly at our Westboro location)

Please submit a resume and cover letter to employment@bushtukah.com. **Be sure to indicate why you would make a good addition to our team and to which location you are applying (ie. Stittsville or Westboro).**

At Bushtukah, we are committed to fostering an inclusive, accessible environment, where all employees and customers feel valued, respected and supported. We are committed to providing employment in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity, please advise if you require accommodation.