



At **Bushtukah**, our mission is simple: to provide our customers with quality outdoor gear and unparalleled service to help maximize their enjoyment while participating in their outdoor activities. Providing our customers with a great experience every time they walk through our doors is our goal and our staff make that happen!

Job Title: Sales Leader (Orleans)

The Job: A Sales Leader provides **sales leadership** as a key member of the retail sales team supporting strong sales outcomes and outstanding customer experiences. This position reports to the Store Manager and will work closely with the retail team and other partners, such as the Service Team and externally the Warehouse and Buy Team.

Key responsibilities:

- Directly responsible for in-store customer service experience by quickly resolving any client concerns.
- Assist in the planning and organizing of day-to-day operations to maximize sales, margins and productivity.
- Motivate, model, train and lead staff to maintain all standards relating to customer engagement, readiness for business, maintenance of our merchandising standards, store cleanliness, staff relations, Loss Prevention and compliance with company policies.
- Assist in the preparation of weekly staff schedules to ensure cost-effective work assignment scheduling and increased team productivity by organizing resources, delegating responsibility and ensuring accountability.
- Coordinate and follow up on execution of prep to sell activities/priority lists relating to merchandising and product flow (ex. Sale pricing, clearance, aged inventory, delivery coordination, etc...)
- Communicate with Buyers/Warehouse team on a frequent basis regarding stock positions, sales cycles, product trends and any inventory level topics.
- "Go to" for core and new Product Knowledge topics based on current season and prep for change in season.
- Accountable for sales results and champion for all sales events and promotions
- Propose and initiate plans/ideas to improve the client experience.
- TRAIN! Help build a talented team of sales associates to enhance the effectiveness and efficiency of the overall team through the hiring process, orientation, coaching and evaluating performance on a consistent basis.
- Pro-actively improving your product knowledge and taking 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).
- Work with the Tech Shop Supervisor daily to ensure that the shop is supporting the selling effort.

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

- Be knowledgeable and participate in the activities that we promote (ex. Run, cycling, Triathlon, Nordic ski/snowshoe, hiking, camping, etc...)
- Have experience in outdoor gear and/or sporting goods sales (ex. clothing, footwear, cycling, Nordic ski, camping, etc...)

- Enjoy selling and getting ready to sell.
- Proven ability to take ownership and initiative to achieve priorities.
- Possess excellent communication skills.
- Enjoy helping people and solving problems.
- Share your passion and enthusiasm for the activities we promote.
- Put customers first and listen to their needs.
- Learn as much as you can about the products and services we offer.
- Look for ways to strive for continuous improvement... provide feedback and collaborate with the team.
- Thrive in a fast-paced, team and results oriented environment.
- Be reliable and provide flexibility to work weekdays, evenings and weekends (based on business needs).
- Bilingual in French and English is an asset.