



QUILAKWA INVESTMENTS LTD

Store Clerk – Float Shop

Quilakwa Investments is a subsidiary of Splatsin Development Corporation, an economic development corporation wholly owned by Splatsin, the southernmost tribe of the Secwepemc Nation. We operate Indigenous-owned businesses in the tourism and retail sector in Enderby, BC.

The foundation of our approach is to support the economic independence of the Splatsin Nation, provide employment opportunities for the community, and offer top-notch service to patrons throughout the North Okanagan and Secwepemc Nation.

At Quilakwa Investments, we believe in work-life balance, growing rewarding careers, and the highest standards of practice.

Position

Q's Float Shop Store Clerks are required to provide customer service to all customers by assisting customers and completing all transactions at the sales counter. The store clerk is also responsible for ensuring the store area is clean and presentable both inside and outside, and fully stocked with merchandise. It is also a requirement to assist with the boat rentals, including some general knowledge.

Responsibilities

Customer Service

- Greet and assist all patrons, provide a positive experience for all.
- Assist customers in finding and selecting items whenever possible.
- Assist customers with booking and completing equipment rentals and returns.
- Effectively and fairly field and resolve complaints and concerns.
- Look presentable and wear a complete, clean company-approved uniform as outlined in the employee policy manual.
- Promote current store specials, up-sale opportunities.
- Offer to bag any purchase.
- Offer to provide a receipt for every purchase.

Cash Management

- Complete transactions on various POS systems.
- Provide correct change, process electronic payments, etc.
- Accurately and appropriately complete Voids, Returns, Refunds.
- Accurately complete, print, keep all required records and reports.
- Complete cash drops regularly using the provided envelopes and drop safe.
- Ensure all transactions are completed prior to any product leaving the store.



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Inventory Management

- Stock product and rotate back stock (first in, first out).
- Check expiry dates and pull expired product. Ensure any expired or damaged product is appropriately written off.
- Complete ordering and receiving when requested.
- Block and face products.
- Conduct regular inventory counts, including month-end inventory, spot counts, and morning & evening shift counts of lottery and tobacco.
- Inspect and monitor all rental equipment, accessories, and storage areas.

Site Maintenance

- Complete custodial duties, such as sweeping, mopping, dusting.
- Regularly check and clean the bathroom.
- Clean counters, windows, shelves, etc.
- Ensure floors are clean, dry, and clear of debris or obstructions.
- Sanitize rental equipment after every use.
- Maintain the deck area, patio, picnic tables, and rental storage sea-can

Health and Safety

- Attend regular H&S meetings.
- Maintain necessary certifications, as required by the company.
- Know what to do in the event of a theft, robbery, injury, or accident.
- Know how, when, and where to complete incident reports.

Job Knowledge, Experience and Skills

- WHMIS
- First Aid
- Food Safe
- Preferred knowledge of boating, swimming, and other safe water practices
- Strong customer service orientation and communication skills, both verbal and written.
- Ability to multi-task and work under pressure in an often-fluid environment.
- Knowledge and experience working with a First Nations organization.
- Advanced ability to organize, prioritize, multi-task, and manage time

If you are a reliable, team player that enjoys a dynamic work environment, and an opportunity to share your skills and talents, we would like to hear from you. Please forward your resume and covering letter to human.resources@splatsindc.com.

Pursuant to section 16 of the Canadian Human Rights Act preference may be given to applicants of aboriginal ancestry.