



## **Customer Service Representative, Bingo's Retail Shop – Casual**

The Edmonton Humane Society has been an animal welfare leader in the Edmonton community since 1907. We are more than a shelter and a safe haven for the thousands of animals in our care each year. We play a key role in the Edmonton region by enriching the lives of people and their companion animals not only through our sheltering, but through our programs, services and community engagement.

At Bingo's Retail store, we strive to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction. We are currently seeking a highly engaged team member to contribute to the success of the overall organization as a Customer Service Representative in Bingo's. The successful candidate will be required to fulfill the following:

### **Duties:**

- Support pet parents and adopters in purchasing quality products by identifying and assessing pet parents needs to achieve satisfactions
- Build sustainable relationships and trust with customers through open and interactive communication
- Provide accurate, valid and complete information by using above-standard customer service skills and tools
- Handle customer complaints, provide appropriate solutions and alternatives in a timely manner; follow up to ensure resolution provides customer satisfaction
- Become an expert with products and layout of merchandise to assist clients with ease and enhance the buying experience
- Process daily sales, run day end and reports
- Assist clients to vehicle if required (cat trees, etc.)
- Price merchandise, stock shelves, ensure store continues to uphold the brand of EHS
- Coordinate custom orders for customers, review order book daily and make the appropriate connections with internal and external stakeholders
- Provide a high level of customer service through face-to-face interactions, email and phone calls
- Ensure EHS standards for quality, customer service and health and safety are met at all times
- Clean and preserve an image of excellence in all areas of the store including the front end of store register area, display cases, shelves and floor
- Maintain compliance with EHS policies and procedures and represent the EHS standards of professionalism.

### **Requirements:**

- Completion of grade 12
- Proven customer support experience and ability to adapt/respond to different types of characters
- Working knowledge of the retail industry
- Knowledge of the pet care industry including pet supplies and products will be considered an asset
- Must be comfortable with all size/breeds of dogs
- Intermediate skills in using Microsoft Office Word and Excel
- Ability to multi-task, prioritize and manage time effectively
- Working knowledge of a POS (point-of-sale) system/day end cash out
- Enthusiastic and a strong sense of professionalism
- Ability to work with minimal supervision
- Flexible and willingness to learn process and procedures

### **Wage/Hours:**

Wage: \$13.60 per hour

Hours: This is a casual position with a possibility of up to 24hrs a week. Successful candidate must be flexible and available to work evenings and weekends.

Please apply with cover letter & resume to [hr@edmontonhumanesociety.com](mailto:hr@edmontonhumanesociety.com). This competition will remain open until a successful candidate can be found, and resumes will be reviewed as they are received.

The Edmonton Humane Society appreciates and considers all resumes received but will only be contacting those applicants who have been selected for an interview.