

# THE truffles GROUP

CREATING GENUINE, ELEVATED GUEST AND TEAM EXPERIENCES

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**Job Overview:** As a Sales Associate, you will create memorable and positive experiences for our guests while guiding them to find their favorite beverage products. You'll get to work in a fun store environment where you'll have the opportunity to learn new things and build positive relationships every day. Our Sales Associates are committed to providing excellent customer service, upholding a high standard of cleanliness, and bringing a positive attitude to work.

**Position Details:** Full-time. Requirement for evening and weekend availability.

**Compensation:** Starting at \$18.00 per hour + tips.

## Key Responsibilities

- Making guests happy and promoting a helpful and welcoming environment to ensure they arrive and leave with great impressions while delivering on our service standards.
- Bringing your positive, collaborative and hardworking attitude to work each day.
- Learning about Cascadia products to better connect with our guests by making excellent recommendations.
- Managing inventory with an eye for organization, display, and stocking of products.
- Keep the store clean and well-organized.
- Operate the cash register, handle financial transactions accurately and responsibly.
- Ensure full compliance with British Columbia's legal regulations concerning the sale of alcohol. This includes verifying the age of guests by checking IDs, especially under our 'ID under 30' policy, where IDs are checked for any guests who appears to be under 30 years old to confirm they meet the legal age requirement for alcohol purchases.
- Being part of a team of high achievers who genuinely care about the customer experience and the company they are representing.

## Education, Skills and Qualifications:

- Cash handling experience in retail, hospitality, or food services.
- 1+ years of experience in customer service with a demonstrated ability to exceed guest expectations and respond to guests and colleagues with kindness and respect.

Quality • Integrity • Community • Growth • Fun



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- Demonstrated initiative to be pro-active in product knowledge to serve guests in a confident manner.
- The ability to lift 25kg repeatedly and stay physically active throughout the shift as well as work in a cold storage environment.
- Serving It Right certification (and must be at least 19 years of age).
- Knowledge of wine, beer and/or spirits is considered an asset.
- The following certifications are considered an asset:
  - BC Wine Ambassador Level 1
  - WSET (1,2, or 3)
  - Cicerone
  - Whiskey and Gin Ambassador

## Apply today!

Our ideal candidate has a passion for our culture, our brands and being an active member of our team. If this position sounds like a great fit for you, **please send your resume to [careers@trufflesgroup.com](mailto:careers@trufflesgroup.com)**.

*We are grateful for your time and consideration in applying to join our team. Shortlisted candidates will be contacted for interviews.*

*The Truffles Group is an equal opportunity employer. Should you require accommodation during the recruitment process, please reach out to Nadia Valckx, Recruitment & HR Generalist [nadia@trufflesgroup.com](mailto:nadia@trufflesgroup.com).*

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