



## Job Posting: Seasonal Retail & Rental Staff

Ecomarine is Vancouver full service paddlesports expert. We offer kayak and stand up paddleboard retail, rentals, lessons and tours at our Granville island location and kayak rentals, lessons and tours at our Jericho Beach location. We are currently hiring for multiple seasonal positions at both locations. Full time and part-time positions are available. Both require evening and weekend work. Most positions start in May and end after Labour Day weekend. Select positions may start earlier and end later in September/October.

### What does a Sales Associate do?

As the public face of the company the Sales Associate is responsible for dealing with any customer questions about the products and service the company offers. A Sales Associate is expected to be continuously updating their knowledge of the company products, services, and policies.

Complaint handling is a critical part of this position. Turning a frustrated customer into a happy customer, while adhering to company policies, requires a combination of empathy and tact.

Another fundamental responsibility is maintaining the presentation of the sales floor, products, signage, and displays.

### Sales Associate Responsibilities:

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Day to day operations of rentals including checking in customers, lifting and moving kayaks and SUP boards, providing safety briefings, fleet maintenance.
- Operating cash registers.
- Educating customers on products within the store.
- Maintaining an orderly appearance throughout the sales floor.
- Introducing promotions and opportunities to customers.
- Cross-selling products to increase purchase amounts.

### Sales Associate Requirements:

- Interest in sea kayaking, stand up paddleboarding or the outdoor industry
- An Associate's degree or high school diploma.
- Retail sales experience.
- Self-motivated and detail oriented
- Maintain a positive attitude and focus on customer satisfaction in a fast-paced environment.
- Strong reading, writing and basic math skills.
- The ability to lift 50lbs with another person's help.

**Benefits:**

- Working with an excellent team of paddling and outdoor enthusiasts.
- Possibly the best work locations in the city with facilities at Granville Island and Jericho Beach.
- Access to kayaks, boards and equipment for personal use.
- Staff Purchase Program.
- Wage: \$13.85/h + end of season bonus

**How to Apply:**

Please submit your application through our application form:

<https://www.ecomarine.com/jobs/job-application-form/>

If you have any questions please don't hesitate to get in touch:

<https://www.ecomarine.com/contact-us/>