



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

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## SALES FLOOR COORDINATOR

<b>Job ID</b>	<b>38208-5469</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=38208-5469">https://careers.indigenous.link/viewjob?jobname=38208-5469</a>	
<b>Company</b>	McMaster University	
<b>Location</b>	Hamilton, ON	
<b>Date Posted</b>	From: 2021-05-14	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Education

### Description

General Description: The Sales Floor Coordinator optimizes the in-store shopping experience by working with fellow team members to create an engaging and inviting sales floor environment that supports the mission and service commitment. Working with the sales floor team, this role also ensures merchandise is rotated, cleaned and maintained on a regular basis and re-stocked in a timely fashion with merchandise flowing seamlessly between receiving, the sales floor, offsite and storage locations. Representative Duties & Responsibilities:

- Greet and actively engage customers on the sales floor to determine their needs, process sales and make product suggestions.
- Troubleshoot and resolve customer concerns and issues, escalating when necessary.
- Provide information and act as a point person to sales floor staff in delivery of customer service.
- Share and review key performance indicators with the sales floor team.
- Communicate customer feedback to the Supervisor.
- Update signage for the sales floor using templates.
- Maintain signage in all store locations and ensure sales floors is kept accessible and organized.
- Create effective merchandise displays that drive sales and keep customers engaged.
- Work closely with the receiving department and sales floor staff to coordinate the smooth and timely flow of merchandise from the receiving area to the sales floor and appropriate storage locations.
- Ensure all merchandise has been received in the inventory management system prior to moving it out of the receiving area.
- Review receiving logs against incoming shipments and ensure any issues are referred to the appropriate personnel or Supervisor for resolution.
- Ensure merchandise is accurately tagged and scanned in inventory management system.
- Verify the count, pricing and security tagging of incoming merchandise based on departmental guidelines.
- Inspect incoming merchandise for damage and notify receiving department if damaged goods are found in incoming shipments.
- Maintain and communicate standards for use and storage of merchandise and display fixtures and for transporting merchandise between receiving, sales floor, and storage areas.
- Report to the Supervisor any damage that occurs after the receiving process is complete.
- Coordinate, prepare, and perform merchandise transfers between stores, ensuring merchandise is tracked accurately and packaged securely to minimize damage during transport.
- Facilitate the movement of goods between various on campus locations.
- Prepare and gather merchandise, signage and fixtures for off site sales.
- Execute off-site sales events including set-up, re-stock and tear downs.
- Assist the Supervisor in the creation and execution of large back to school sales floor moves to minimize disruption and maximise sales.
- Provide input into the development of departmental layouts and plan-o-grams and adhere to plans.
- Maintain ongoing and proactive communication with buyers and Supervisor about various issues such as delivery timelines, new arrivals, product placement and features and sell-throughs.
- Update, maintain, and verify information in the inventory management system.

- Provide policy & procedure information to others.
- Write a variety of documents such as procedural manuals, process and policy documents, correspondence, and minutes.
- Collect, verify, and format data for input into a variety of spreadsheets and databases.
- Apply standard mathematical skills such as formulas, and equations to perform a variety of calculations.
- Prepare merchandise, stock rooms and sales floor for inventory and perform inventory tasks.
- Attend and participate in various events on and off campus.
- Demonstrate and communicate correct procedures and tasks to other staff.
- Ship, receive, shelve and sell pre-packaged chemicals following established department policies and in accordance with safety legislation and University guidelines.
- Ensure the proper opening and closing of the store following established department policies and procedures.
- Perform cashiering duties as assigned.

#### Supervision:

- Provides functional guidance to others on an ongoing basis.
- Ensures adherence to quality standards and procedures for short-term staff.

#### Qualifications:

- 2 year Community College diploma in a relevant field.
- Requires 2 years of relevant experience.

#### Physical Effort:

- A typical work day requires low physical effort occasionally requires low physical effort for activities such as:
  - Intermittent periods of keyboarding when looking up stock in the inventory management system.
- A typical work day consists of greater than 3.5 hours of moderate physical effort for activities such as:
  - Standing for prolonged periods during a regular shift while assisting customers on the sale floor and moving stock from one location to another.
  - Lifting, moving and emptying boxes on the sales floor and in storage areas.
- A typical work day consists of up to 2 hours of high physical effort for activities such as:
  - Moving heavy boxes of merchandise.
  - Sorting boxes involving bending, twisting and reaching.
  - Moving skids with a pump truck when picking up or delivering materials. Loading and unloading carts of merchandise.

Mental Effort: A typical work day consists of up to 2 hours of routine mental effort for activities such as:

Attending to routine requests for information from customers. Collecting routine information and inputting data into the inventory management system.

A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:

Greeting and actively engaging customers on the sales floor to determine their needs, process sales and make product suggestions. Performing inventory control duties including, but not limited to, securing merchandise, inspecting merchandise, verifying receiving logs, and referring issues to the appropriate buyer for resolution. Providing information and acting as a point person to sales floor staff in delivery of customer service. Troubleshooting and resolving customer concerns and issues, escalating when necessary.

Elements of high mental effort are not a regular part of this job.

#### Physical Environment:

- Occasionally required to wear protective safety shoes when using pump carts or moving heavy boxes.
- Occasionally exposed to dust when handling boxes and books from storage.

#### Psychological Environment:

- Occasionally required to interact with rude and upset customers.
- Frequently required to balance task completion with customer service duties.

#### Health & Safety:

- Uses hydraulic machinery, wheeled carts, and freight elevators.
- Uses pump carts to move shipments.

- Lifts heavy boxes of merchandise and equipment.
- Uses tools such as a box cutter to open shipments and breakdown boxes.
- Handles pre-packaged chemicals.

For more information, visit McMaster University for SALES FLOOR COORDINATOR