

## Games Merchandise Team Leader

RegattaSport, the official Games Merchandiser for the 2023 North American Indigenous Games is seeking five to six sales and customer service focused individuals to be part of the merchandise program of Games from July 15-23, 2023.

### Job Summary

The Games Merchandise Team Leaders will provide supervision to volunteer merchandise assistant and will assist customers with purchasing Games merchandise.

### Supervisor Responsibilities:

Supervision of retail merchandise volunteers;D

### Duties & Responsibilities:

- Act of team leader to volunteer staff
- Ensure all volunteers are properly trained
- Overseeing POS system and debit / credit machine for processing
- Training staff on the operation of both POS and debit/credit card terminals
- Responsible to handle both cash and credit card transactions
- Daily close out of both credit card and cash purchases
- Liaison with RegattaSport team lead on sales/inventory requirements
- Assist in receiving inventory

### Required Skills/Abilities:

- Excellent verbal communication skills.
- Excellent active listening skills.
- Excellent sales and customer service skills.
- Extensive knowledge of the merchandise sold.
- Ability to anticipate customer's needs.
- Ability to recommend merchandise to customers.
- Ability to operate or to quickly learn the stores point-of-sale system.
- Respond if and when a location is short staffed and react accordingly.

### Physical Requirements:

- Prolonged periods of standing and walking throughout the retail space.
- Must be able to lift up to 15 pounds at times.

### Pay

- \$19/per hour

Please submit a resume outlining relevant retail experience to [events@regattasport.com](mailto:events@regattasport.com) by June 18<sup>th</sup> 2023.

