



**Career Opportunity**  
**Customer Service Attendant – Truckhouse**  
**(Seasonal Term – May to October)**

**Closing:**  
April 20, 2026

**Anticipated Start Date:**  
As Soon As Possible

**Salary Range:**  
**\$17.75**  
(Based on Qualifications and Experience)

**General Description:**

Under the direction of the Manager- Retail Operations, the Customer Service Attendant, Truckhouse is responsible for the day-to-day operation of the Treaty Truckhouse located on the Halifax Waterfront. The position focuses on delivering excellent customer service, promoting and selling authentic Indigenous artisanal products, and supporting retail operations, including point-of-sale transactions, inventory control, and reporting. The role contributes to creating a positive customer experience while ensuring operational accuracy and efficiency.

**Responsibilities:**

**Customer Service & Sales 60%**

- Provide daily customer service and sell products in a professional manner
- Handle cash transactions and operate point-of-sale systems
- Respond to customer inquiries and share knowledge of products and community-based producers
- Address and resolve customer concerns in a professional manner
- Reconcile daily sales and ensure accuracy of transactions and reports

**Store Operations & Maintenance 30%**

- Maintain cleanliness, organization, and visual merchandising standards
- Follow inventory control procedures, assist with stock counts, and support purchasing activities
- Open and close the Truckhouse in accordance with established procedures
- Maintain physical security of the Truckhouse, including key and alarm code control
- Assist with off-site vending events as required

**Compliance & Support Duties 10%**

- Ensure Occupational Health & Safety standards and protocols are followed
- Report hazards, incidents, and conduct routine inspections
- Provide operational support in the absence of the Manager – Retail Operations
- Perform additional duties as determined by the Supervisor such as stocking, pricing updates, and supporting sales events

**Qualifications and Experience/Skills:**

- Completion of Grade 12 or equivalent; additional education in retail, business, or administration is considered an asset.
- Minimum 6 months of related experience.
- Strong verbal and written communication skills.
- Ability to handle cash transactions and perform reconciliations accurately.
- Professional and calm demeanor with ability to respect the confidentiality of others.
- Ability to lead by example in maintaining a positive attitude and friendly demeanor.
- Ability to manage customer interactions and resolve conflicts professionally
- Knowledgeable and familiar with the Community of Sipekne'katik.
- Good organizational and basic computer skills.
- Familiarity with the Sipekne'katik community is considered an asset
- Ability to work varying shift work between 8am and 10pm

### **Working Conditions**

- Work is primarily performed indoors (approximately 80%)
- Participation in off-site events such as powwows (approximately 17%)
- Occasional driving required (approximately 3%)
- Standing for extended periods and light lifting required
- Fast-paced retail environment requiring sustained attention and accuracy

### **Benefits:**

This position comes with a variety of benefits including Sick, Personal and Vacation Leave, Health, Dental, Disability and Life Insurance, an Employee & Family Assistance Program and employer matched Pension Plan.

Please apply with a resume, cover letter and criminal records check to:

Human Resources Department

Email [employmentapplication@sipeknekatik.ca](mailto:employmentapplication@sipeknekatik.ca)

Mail/drop off: 522 Church Street, Indian Brook, NS B0N 2H0

*We are an equal opportunity employer; however, qualified Aboriginal applicants will be given priority in accordance with the Aboriginal Employment Preference Policy of the Canadian Human Rights Commission. The Band will not assume any expenses related to any job application process, included but not limited to travel, relocation, and application development. Please note certain positions come with mandatory employee benefits.*

***Only those applicants who qualify for an interview will be contacted***