

## Job Description

---

**Job Title:** W Store Associate (casual)

**Department:** Print + Retail Solutions

**Reports to:** Operations Co-ordinator

**Jobs Reporting:** None

**Starting Rate:** Minimum Wage

---

### **Primary Purpose**

This position is responsible for providing exceptional customer service and operational support to the W Store team. The W Store Associate will be trained to work in all zones of the WStore, WStore Essentials, WPrint SCH and the Shipping/Receiving department, including frontline customer interactions, online order fulfillment, and support for special events.

### **Key Accountabilities**

#### **Effective Communication & Client Service**

- Greets, engages and assists customers on the sales floor and at POS. As frontline staff, the incumbent must always provide exceptional customer service, ensuring customer needs are met.
- Provides customers with accurate information regarding products, services and policies, and seeks the answer from the appropriate staff member when unsure of the correct response.
- Performs an efficient and accurate checkout process. Applies knowledge of and compliance with Print + Retail Solutions POS policies and procedures.
- Ensures store standards are met and operational procedures are followed.
- Assists with sales and special events, especially convocation and start of term, which are mandatory.
- At all times, acts as a brand ambassador for Print + Retail Solutions and the University of Waterloo.
- Adheres to Print + Retail Solutions standards of excellent customer service

#### **Inventory Assistance**

- Fulfills online orders including picking and packing products for shipment.
- Under the supervision of full-time staff & team leads, the incumbent works to ensure effective inventory management – assists in the movement of merchandise from receiving and overstock areas to the sales floor, ensures shelves are stocked, replenished as needed and properly merchandised. Ensures that product tags/shelf tags are in place and accurate. Keeps accurate record of low stock.
- Assists with merchandise preparation for return to suppliers – pulls stock from shelves, removes labels and packs merchandise for shipment.
- Verifies return quantities and ensures merchandise is properly packaged for shipment. Full time staff will confirm this critical step in the returns process.

#### **Event Support**

- Participates in P+RS events, providing support with planning, setup, tear-down, documentation, etc.
- Follows all established standardized event procedures and checklists
- Where appropriate, participates in pre- and post-event evaluations
- Makes recommendations for continually improving event procedures

### **Required Qualifications**

#### **Knowledge/Skills/Abilities**

- Customer Service & Retail Experience an asset

## Job Description

---

- Strong service abilities with a genuine interest in serving the public
- Excellent written and verbal communication skills
- Ability to problem solve

### **Nature and Scope**

The Print + Retail Solutions department is an ancillary operation providing academic support for course materials, Waterloo branded products, technology products/services, print services and fleet copier service.

### **Mission Statement**

Our mission is to be the trusted source for services and products essential to the advancement of knowledge, student success and an enriched campus experience. We seek to engage the Waterloo community with our personalized service, innovative and diversified offerings, and our support of the University's mission and goals.

This position provides support to the operation in all areas. The incumbent is expected to support team goals, maintain a positive working environment with co-workers and all P+RS staff. The incumbent is expected to share duties as scheduled or assigned.

### **Level of Responsibility**

The position has no direct supervision of others and is responsible for properly representing the department and the University in all interactions with customers.

### **Decision-Making Authority**

This position has limited decision-making authority and is primarily tasked with performing customer service duties as assigned and following established policies and guidelines.

### **Physical and Sensory Demands**

This position requires exertion of physical sensory effort resulting in slight fatigue, strain or risk of injury. Some lifting, bending, stretching and standing on a step stool is required from time to time in order to move/display products for sale. Lifting of product boxes weighing up to 50 lbs is required from time to time.

### **Working Environment**

This position works in a typical retail store and operational environment. There may be unusual hours or schedules, extended weekend hours, or weekday extended hours with varying volumes of work at different time of the year.