

Water Lab Support - FT Oasis

Oasis Leisure Center

Winnipeg, MB

\$12 - \$15 an hour - Full-time, Seasonal

The position's primary purpose and focus

The purpose of our Water Lab Support is to properly test and provide recommendations to customers regarding their spa, and/or pool water. This position is responsible for providing excellent customer service by accuracy of water testing and properly chemical and service recommendations.

POSITION DUTIES AND RESPONSIBILITIES Major responsibilities of the position

- Be the first point of contact and impression with walk-in and call-in customers. Always providing excellent customer service.
- Conduct water testing for customer water samples through established testing procedures. Providing results to customers along with recommendations on proper chemicals, and products they need.
- Upselling customers through add-ons and services.
- Maintain all Information sheets on products, services, etc. This includes but not limited to, editing and updating documents, maintaining a reasonable level of sheets customers can grab and recommending Information sheets along with explaining the information to Customers.
- Managing all Social Media outlets, including updating information, promoting sales or new products, etc.
- Administration support to departments including data entry for pricing and inventory.
- Maintain good housekeeping of the retail space. This includes product placement, general cleaning of areas, setting up for special occasions, staging sales and promotional items. • Provide additional support to the Office Admin.
- Perform work tasks in a safe manner in accordance with Company policies and procedures.
- Proactively take action to improve safety within the retail space.
- Uses time in effective and productive manner in support of Company goals and objectives
- Keep records of inquiries to be able to reference then later.
- Work effectively with department managers and other team members to resolve customer complaints.
- Learn about the products inside and out to be able to properly recommend products correctly.
- Maintain an orderly workflow according to priorities.
- Maintain a clean and safe work environment.
- Other duties as assigned as necessary, based on business requirements.

KNOWLEDGE AND SKILL REQUIREMENTS

- Strong customer service focused
- Analyzing Information
- Judgment
- Client Relationships
- Reporting skills
- Confidentiality
- Quality Focus
- Result Driven
- Supply Management
- Information others
- Strong customer service focused
- Attention to detail
- Working knowledge of Microsoft Office
- Proficient both written and verbal communication
- Ability to strategically think
- Advanced troubleshooting and handle multiple priorities
- Must be results orientated.
- Working knowledge of social media platforms, customer and inventory software.
- A minimum of 2 years of proven experience in a retail and/or customer service environment.
- High level of self-motivation with ability to take initiative.
- Experience within the Pool and Spa industry considered an asset

WORKING CONDITIONS

- Interacts with employees, various management levels and the public at large.
- Ability to lift up to 50 lbs.
- Repetitive work.
- Overtime may be required.
- Environment can be noisy at times.

CORE VALUES How we behave and the actions we take

Customer Service: We go to extraordinary lengths to satisfy, delight and wow our customers - We aim to exceed their expectations, and make them advocates for our business. We are constantly improving our value to customers by providing extraordinary service, solutions, and high quality products.

Energized Work Environment & Teams: Our success is a result of our commitment to a work environment that motivates employees to grow and succeed – individually and as a team. We recognize and reward our employees efforts, skills, and results.

Getting Better Together: We improve and grow together by unleashing our collective creativity and intelligence.

Family: We are a family. We respect and appreciate each other, encourage each other to grow, and treat each other with appreciation, honesty, kindness, and humility.

Work/Life Balance: We strive to strike a balance between personal and professional life; promoting the health and well being of all of our employees. We are focused on building a positive family culture in which employees come to work energized right across our organization.

Best People: Attract, develop, and retain the best talent for our business and encourage that talent to grow personally and professionally to achieve engagement, happiness, and success. We create a supportive work environment by consistently demonstrating a can-do, positive attitude.

Job Types: Full-time, Seasonal

Salary: \$12.00-\$15.00 per hour

Schedule: 8 hour shift

Experience: Customer Support & Client Services Occupations: 2 years (preferred)