



Retail Associate

at StickerYou
Toronto, Ontario

About StickerYou

StickerYou is a global e-commerce leader in custom-printed, die-cut products that empower businesses and consumers to create professional-grade materials for marketing, packaging, décor and personal expression. Founded in 2008, StickerYou is an influential e-commerce trendsetter, using proprietary die-cut technology to create customized stickers, decals, iron-ons, badges, patches, labels, magnets and more in orders of one - to hundreds of thousands.

Fueled by a creative and passionate team, StickerYou is dedicated to growing the most engaged and talented people in Toronto, Canada. We currently have an opening for a **StickerYou Store Retail Associate**.

Working in North America's largest sticker store, StickerYou's **Retail Associate** will be an integral part of our growing Canadian retailer footprint. This role will be responsible for providing retail and product support to our customers and driving custom sales through our suite of StickerYou products. The success of this role will rely heavily on strong customer rapport and application of your product knowledge on StickerYou products. The ideal candidate is outgoing, not afraid to engage customers and takes pride in working in a tidy and organized retailer environment.

What we're looking for:

- 1-2 years of work experience in a retail or customer service role
- Flexible to work evening shifts and weekends
- Demonstrated ability to develop relationships with customers.
- High proficiency in the Shopify operating system
- Strong work ethic capable of working within a team or independently
- Self-starter who can use good judgment in customer facing situations.
- Excellent communication skills with a natural ability to engage customers and understand their needs/interests
- Proficient in Adobe Creative Cloud (Photoshop, Illustrator) and Acrobat Reader
- Previous experience working in sales (bonus)

Who you are:

- Upbeat, optimistic, passionate and friendly.
- Empathetic listener with a genuine desire to engage with customers
- Team player with strong time management skills and flexibility to adapt to our evolving retail operation
- A genuine love of all things stickers!!

Responsibilities

- Engage with in-store customers to provide product insights and inspiration to support sticker sales.
- Establish customer loyalty and retention through positive and insightful interaction with customers
- Collaborate with the custom sales team on customer inquiries to help increase sales
- Provide in-depth product knowledge to assist with future custom sales
- Brainstorm strategies to improve outward communication and share actionable insight on customer issues
- Communicate openly with StickerYou leaders about concerns and/or new ideas relating to processes, user experience, software and/or operations

If you're interested in applying for this position, please send your resume to careers@stickeryou.com