

THE truffles GROUP

CREATING GENUINE, ELEVATED GUEST AND TEAM EXPERIENCES



Job Overview: As a Supervisor, you will have the opportunity to help lead our talented team. You'll be responsible for overseeing the day-to-day operations of the store and help to support a culture of education, engagement, and trust for our guests and team members. Our Supervisors are committed to delivering a genuine and memorable guest experience and are not afraid to take on a new challenge. The Supervisor will be responsible for guiding the Sales Associates and ensuring compliance with all policies and regulations.

Position Details: Permanent, Full-Time. Weekend and Evening scheduling is required.

Compensation: Starting at \$19.00 per hour + tips.

Key Responsibilities:

- Providing excellent customer service by creating meaningful and memorable moments for all guests.
- Contributing and sharing your positive, collaborative and hardworking attitude.
- Handle complex guest queries and issues with professionalism.
- Learning about the products we sell to better connect with customers and make excellent recommendations.
- Solving problems with a patient, level-head and cool under pressure approach.
- Managing inventory with an eye for organization, display and stocking of products.
- Unloading product from the stock room and loading shelves.
- Operate the cash register, handle financial transactions accurately and responsibly.
- Opening and Closing procedures of the store as required.
- Ensuring the responsible sale of alcohol (tobacco and lottery where permitted).
- Ensure full compliance with British Columbia's legal regulations concerning the sale of alcohol. Including our 'ID under 30' policy, where IDs are checked for any guests who appear to be under 30 years old to confirm they meet the legal requirements for alcohol purchases.
- Being part of a team of high achievers who take pride in delivering exceptional customer service and sharing great product knowledge.
- Such other duties as are customarily performed by a liquor store Supervisor.
- Such other and unrelated duties as may be assigned from time to time by the Employer.

Education, Skills and Qualifications:

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- A minimum of 1 year of supervisory experience in a liquor retail, hospitality or food service environment.
- 2 years of experience in customer service with a demonstrated ability to exceed guest expectations and respond to guests and colleagues with kindness and respect.
- Demonstrated leadership and motivational skills and the ability to guide the Sales Associate team.
- Must be available to work a flexible schedule with evening and full weekend availability.
- Serving It Right certification is required.
- Knowledge of wine, beer and/or spirits.
- The following certifications are considered assets:
 - BC Wine Ambassador Level 1
 - WSET (1,2, or 3)
 - Certified Beer Server and
 - Whiskey and Gin Ambassador
- The ability to lift 25kg repeatedly and stay physically active throughout the shift as well as work in a cold storage environment.
- Proficient skills in MS Office, retail POS systems, and office administration.

Apply today!

Our ideal candidate has a passion for our culture, our brands and being an active member of our team. If this position sounds like a great fit for you, please send your resume to careers@trufflesgroup.com.

We are grateful for your time and consideration in applying to join our team. Shortlisted candidates will be contacted for interviews.

The Truffles Group is an equal opportunity employer. Should you require accommodation during the recruitment process, please reach out to Nadia Valckx, Recruitment & HR Generalist, nadia@trufflesgroup.com.

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