

Job Title:	Store Clerk	Pay Band:	17-25
Department:	Store	Wage Type:	Hourly
Employment Status:	Regular Full-Time, Part Time, Seasonal	Hours Per Week:	20-40
Reports to:	Store Manager, General Manager	Effective Date:	2023
Direct Reports:	Store Manager		

Gorge Harbour Marina Resort is located on Cortes Island, B.C. in the Discovery Islands and on the edge of Desolation Sound. Gorge Harbour operates a full-service marina with fuel dock and a general store that includes fresh produce, liquor and propane and caters to both visitors and the community.

Gorge Harbour Marina Resort is proudly First Nations owned and managed by Qathen Xwegus Management Corporation (QXMC). QXMC is the Klahoose First Nation business development corporation.

ROLE OVERVIEW

Gorge Harbour Marina Resort is looking for an energetic and friendly Store Clerk to help us with maintaining the Gorge Store inventory of all items and products while providing exceptional customer service. You will be required to take regular stock of the items, replace, and replenish products and manage inventory through the POS system. You are responsible for ensuring the inventory is maintained, cleaned, and organized while being friendly and professional with all guests and other resort staff.

KEY ACCOUNTABILITIES

Ensures consistent rotation of goods and products at the highest caliber of presentation by:

- Participating in day-to-day receiving and inventory of dry and frozen goods.
- Continuously striving to maintain high quality of organization provided and builds customer loyalty through product excellence.
- Helping to raise the standards within the department.
- Striving to advance knowledge, skills, and abilities.
- Maintaining cleanliness and hygiene in the various storage areas including refrigerators and receiving rooms.
- Rotating products especially produce, to ensure standards of freshness.
- Checking, organizing, and maintaining refrigerators, storerooms in the various areas daily and that all products are stored in accordance with provincial regulations.

A culture champion fostering the cohesiveness of the team by:

- Ensuring open lines of professional communication with both store team and management.
- Ensuring the store and individual receiving area are well organized and ready for service and dedicated to cost-effective operation.



- Participating in individual touch bases (ITBs), group touch bases (GTBs), and skill-building sessions where appropriate.
- Establishing performance objectives/goals with management, reviewing progress throughout the year, and completing formal performance reviews with management so continual learning is the focus.
- Constantly monitoring safety procedures to ensure compliance.

Thrives in a “visitor focused and driven” department by:

- Understanding the guest expectations and established standards as related to quality and presentation of dry goods.
- Collaborating with guest feedback on product quality and service levels and ensuring corrective measures are taken where needed.
- Alerting management to additional supplies needed, faulty equipment or other challenges that may exist.
- Maintaining adequate stock levels, ensuring to both eliminate outages or shorts and participate in any opportunities to minimize loss.

Ensures compliance with all resort and legislative requirements, guidelines, and laws by:

- Ensuring compliance with food handling and sanitation standards.
- Maintaining purchasing, receiving, and food storage standards and logs.
- Actively participating in the resorts environmental program and department specific initiatives in working towards sustainable operations.
- Striving to uphold a safe working environment and is Health and Safety conscious and actively involved in maintaining and improving a safe work environment.

Consciously desires to improve the resort operations and its processes by:

- Promptly aiding in Emergency protocol.
- Maintaining organizational safety standards.
- Actively demonstrating the resort's values and expectations for conduct through friendly and professional behavior.
- Performs additional duties of a similar nature or level as required.

Education and Experience

- High School Diploma or GED
- Serving It Right
- Food Safe
- 2 years' applicable experience in a store or grocery environment
- Knowledge of food handling and sanitation standards.
- Experience remote resort or community operations an asset



Skills:

- Excellent communication and people skills.
- Effective decision making and critical thinking skills.
- Demonstrated ability to work within a team: consensus building, negotiation, influencing, and conflict resolution.
- Strong associate relation skills.
- Initiative-taking with a cheerful outlook and a consistent display of professionalism including personal hygiene.
- Innovative, meticulous
- Demonstrated ability to build and maintain relationships with staff, customers, and vendors.

Working Conditions:

- Constantly standing and moving around in a receiving area and store.
- Frequently twisting, crouching, and stooping, handling, and grasping various products.
- Job requires incumbent to safely lift items weighing up to 50lbs.
- Occasionally sitting, climbing stairs, and balancing supplies and food.

How to Apply:

- To apply please send a letter and resume to **team@gorgeharbour.com**

