



## **Full-Time: Retail Sales Associate**

Peterborough Petes Hockey Club

This is a unique opportunity to work in the sports and entertainment industry as a **Retail Sales Associate** for the Peterborough Petes Hockey Club, the most storied and longest-continuously operating team in the Ontario Hockey League.

The Petes Business Operations team prides themselves on being one of the top business departments in the Canadian Hockey League (CHL). Creativity and ambition are expected and necessary attributes for all staff. Each member of the organization plays a key role in and takes ownership of the team's accomplishments. As a result, all staff enjoy opportunities for professional and personal development in diverse areas, which helps both the individual and team thrive.

The **Retail Sales Associate** is a highly motivated member of the Peterborough Petes Business Operations department. The **Associate** is supervised by the **Director of Merchandise and Community Growth** and must form exceptional working relationships with all members of the organization, particularly within the Marketing and Sales Departments. The successful candidate will have a passion for customer service and will be able to spot trends and opportunities for increasing store sales.

The Associate is responsible for managing the day-to-day duties of the Petes Store. This role plays a critical part in delivering an exceptional fan experience through in-store sales, game night execution, community involvement, and digital commerce innovation. The ideal candidate thrives in fast-paced environments, has a strong work ethic, and is enthusiastic about sports, retail, and customer engagement.

The Petes are striving to make hockey a place in which everyone feels included and welcome. When we say "everyone", we mean everyone. We endeavour to build experiences that work for everyone by including perspectives from backgrounds that vary by race, ethnicity, social background, religion, gender, age, disability, sexual orientation, veteran status, and national origin. The Petes are committed to creating a diverse and inclusive workforce. We aim to create a workplace that celebrates the diversity of our team members and our community. Our employees thrive when we get this right.



## **Responsibilities**

### **Retail Operations:**

- Deliver exceptional customer service in the team store and during mobile retail setups
- Manage daily store opening, closing, restocking, and merchandising duties
- Maintain clean, organized, and visually appealing retail spaces
- Operate the POS system efficiently and handle transactions accurately
- Monitor and report on inventory levels and coordinate restocking with the merchandise team

### **Game Night & Events:**

- Work all home game nights, including pre-game setup, in-game sales, and post-game teardown
- Support mobile store setups at concourse kiosks and other in-venue locations
- Participate in community and promotional events on behalf of the team, predominantly throughout the summer

### **Live Shopping & Digital Commerce:**

- Assist in the planning, preparation, and execution of Live Shopping events across platforms (e.g., Instagram Live, Whatnot, etc.)
- Coordinate product selection, visual presentation, and promotional messaging for live events
- Engage with customers during live sales to enhance fan experience and drive conversions

### **Other:**

- Build positive, trusting relationships with hockey operations, business operations, and other key stakeholders to provide stakeholders with the most relevant information and best serve as a "voice of the Petes"
- Role may evolve to support online sales, fulfillment, and warehouse tasks.
- Assist with the execution of game and community event activations to increase revenue and fan engagement
- Other duties as required



## **Qualifications and Requirements**

- 1+ year of retail experience (sports retail experience an asset)
- Strong communication and interpersonal skills
- Highly organized, detail-oriented, and capable of working independently and in a team setting
- Energetic personality with a passion for sports and fan culture
- Must be willing and able to work in-person at the Peterborough Memorial Centre
- Must be able to work evenings and weekends, including **all** Peterborough Petes home games, along with various community events
- Availability to work evenings, weekends, and holidays – mandatory for all home games
- Comfortable using technology (POS systems, mobile devices, streaming tools)
- Computer proficiency, with excellent working knowledge of Google's G Suite (Docs, Sheets, Slides, Drive, Calendar, etc.), and working knowledge of Microsoft Office programs
- Strong time-management and organizational skills
  - Must be able to manage schedule to achieve daily and weekly goals
- Exceptional work ethic, eagerness to learn, professionalism and a passion for the sports industry
- A valid G-class driver's licence, insurance, and clean driving record

## **Compensation & Additional Details**

- Full-time role: 35–40 hours per week, variable based on game and event schedules.
- This is a full-time, contract position for one year
- Compensation is hourly and based on experience (up to \$21/hour)
- Occasional lifting and physical setup required (merch bins, pop-ups, etc.).

***Please submit a cover letter, resume, and references to [mmillion@gopetesgo.com](mailto:mmillion@gopetesgo.com) referencing the position name in the subject line.***