



JOB DESCRIPTION:

Event Team Member | Regina Pats Retail Store

OVERVIEW:

Under the general supervision of the Retail Store Manager, the role of an Event Member is to provide exceptional customer service by communicating effectively and creating the ultimate shopping experience for fans. An Event Team Member is responsible for connecting and engaging with customers by sharing product knowledge and speaking sincerely about the Regina Pats Hockey Club, organization, and community.

RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- Greet, and interact with customers by providing a welcoming in-store experience.
- Share product knowledge and provide recommendations based on customer feedback and inquiries.
- Meet or exceed sales goals and customer service standards.
- Ability to handle cash and process sales transactions using the provided Point of Sale system.
- Contribute to a welcoming and inclusive store environment for all customers and team members.
- Stock shelves, replenish inventory and organize displays.
- Maintain cleanliness and organization of the sales floor.
- Perform work in accordance with applicable policies, procedures, laws, and regulations.
- Other duties as required, including Game Day Events and Community Events, as assigned by the Retail Store Manager.

QUALIFICATIONS/REQUIREMENTS:

- Previous customer service or sales experience is preferred
- Ability to work independently, in a fast-paced environment
- Able to sit, stand, reach, bend, lift, carry, and move for job responsibilities
- Strong verbal communication skills
- Ability to work events that may include days, nights, weekends, and occasionally holidays

To apply for this position, please send resume to delta.buchholz@reginapats.com