



Sarnia Sting Hockey Club
A: 1455 London Road. Sarnia, ON N7S 6K7
P: 519 541 1717 **W:** sarniastinging.com

Job Title: Coordinator, Merchandise (Part-time, seasonal)

An exciting opportunity to work in the sports and entertainment industry as the Merchandise Coordinator with the Sarnia Sting Hockey Club, a proud member team of the Ontario Hockey League.

Our mission as an organization is **To develop elite athletes and outstanding individuals both on and off the ice. We are committed to fostering a culture of excellence, integrity, and leadership, while providing our players and staff the tools to reach their highest potential. Through a dedication to skill development, leadership, accountability, and community involvement, we strive to represent the city of Sarnia with pride and passion in our pursuit of bringing home Ontario Hockey League and Memorial Cup Championships**

We aim to meet this mission by creating an environment that promotes and enables success with decisions that align with our [organizations' core values](#).

The Marketing team within the Sting organization works collaboratively with other departments to build the team's brand through a four-pillar platform that includes: grass root community initiatives, captivating digital content, unforgettable in-game (Sting) experience and local charitable partnerships.

The Merchandise Coordinator is a highly motivated, energetic and positive member of the Sting Business Operations team. The coordinator is one of the most organized and detail-oriented people in the Sting Business Operations team who places top priority on customer service and the fan experience.

The candidate that fills this position will be supervised by the team Vice President, Business Operations and Director of Finance and Accounting. The successful candidate must form exceptional working relationships with all internal and external Sting stakeholders including but not limited to, hockey operations personnel, marketing personnel, volunteers and most importantly Sting fans.

The success of this employment will be measured by the fan experience when shopping at the Sting retail outlet in combination with merchandise sales year over year.

The Sarnia Sting is committed to creating a working environment that promotes and supports the growth of its employees. A welcoming environment for all, promoting a diverse workforce that celebrates the diversity of our team members and the community in which we live. We endeavor 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.



DUTIES AND RESPONSIBILITIES

- Coordinate and execute the merchandise sales process for the Sarnia Sting store known as the Honeypot on Sting gamedays and any hours of operation as required.
- Manage and organize merchandise inventory ensuring there is adequate inventory available for purchase both in-store and online.
- Provide elite customer service to all patrons, creating a positive shopping experience.
- Manage and organize the inventory using the Shopify platform.
 - Ensure there are appropriate pictures and product descriptions for all items.
 - Work Directly with the Director Finance & to ensure the inventory is accurate and up-to date.
- Assist customers with merchandise inquiries and purchases at all Sarnia Sting home games and any special events as required.
- Ensure the Sting stock room is clean and organized, easily accessible for re-stocking the Honeypot and shipping online orders.
- Ensure the Honeypot is always clean and organized, easily accessible and comfortable for Sting fans to shop comfortably.
- Work collaboratively with the Sting Equipment Manager and Team Controller to re-sell game used equipment

QUALIFICATIONS

The successful candidate must:

- Come to the rink each day positive attitude and creative mindset.
- Have a desire and willingness to learn and grow as not only an individual but as a cohesive and supportive member of the team.
- Have a customer service focused mindset to provide Sting fans with a positive shopping experience.
- Have a strong technological comprehension.
- Have a high-school diploma or equivalent.
- A minimum of one (1) year customer service experience.
- Retail merchandise experience is considered a strong asset.
- E-commerce experience, specifically with the Shopify platform is considered a strong asset.
- Very organized and detail oriented.
- A love, passion, and strong understanding of the game of Hockey as well as the Ontario Hockey League.

SCHEDULE & COMPENSTATION

This is a part-time seasonal position that requires regular evening and weekend work, as dictated by the Sarnia Sting game schedule and additional store hours of operation during peak merchandise

This is an hourly position with an average of 18-24 hours per week. Hourly wage to reflect the successful candidate's level of experience.



TO APPLY

Please send a cover letter, resume to Jake Bourrie Vice President, Business Operations at jbourrie@sarniasting.com citing the job title in the subject line. References may be required upon request.

Application Deadline: Sunday, July 27th at 11:59pm

We thank all applicants for their interest, however only those selected for an interview will be contacted.

The Sarnia Sting Hockey Club is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs.

We do not discriminate based on race, colour, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under law.

