

# ECCO CANADA, INC.

## Job Description

**Job Title:** Brand Ambassador (Sales Associate)

**Location:** Ottawa Tanger Outlet

We are looking for Brand Ambassadors (Sales Associates) to join our growing team!

### We offer:

- AMAZING discounts plus FREE Shoes!
- A great team environment.
- A company that has a passion for your development and encourages high performance and involvement/ownership from its team members.

### Success awaits you if...

- You have demonstrated world class customer service in a retail environment.
- You are energetic and have a passion for retail and sales.
- You love working with a team towards a common goal.

If those things describe you perfectly, then we want to meet you.

Please read on to learn more about this fantastic career opportunity and how to apply!

## About Us

With 20,000 employees from over 50 countries, ECCO is a genuine multinational business, a mix of nationalities, cultures, languages and backgrounds. For 50 years, it has been ECCO's aim to produce high quality, casual comfort shoes with a perfect fit. No wonder that our customers are as passionate about wearing our shoes as we are about making them. We know that to deliver perfect quality we need to control every single aspect of our business. All of which makes ECCO unique in the global shoe industry.

## Role Objectives and Responsibilities:

The Brand Ambassador is responsible for ensuring that all ECCO Retail customers receive World Class Customer Service, for driving sales towards achieving or exceeding established store goals, for working to minimize loss prevention and to assist management in all non-selling tasks that play a critical role in the overall operational success for the store.

- Assist in maximizing sales volume.
  - Knowledge of store and individual goals on a daily basis.
  - Work as a member of a team to accomplish goals set forth in the store.
  - Follow 6 steps of selling and customer service outlined in the Brand Ambassador Program.
- Educate customers through product knowledge. Explain features, advantages, and benefits of shoes to help assist them with informed buying decisions.
- Ensure World Class Customer Service is #1 priority. Ensure all customer service standards are met at cash wrap, i.e.: suggest add on product, customer interaction, and soliciting repeat business, exercise good judgment in resolving customer service issues.
- Cash register operation and proficiency, including accountability for overages and shortages on assigned cash drawers.
- Proficiency in areas of loss prevention awareness: checking for proper item identification and miss-mated shoes, concealed items, internal / external theft, etc.
- Maintain general housekeeping on a daily basis.
- Assist management in various other non-selling tasks such as shipment processing, stock counts, etc.
- Responsible for maintaining displays.
- Adhere to scheduling guidelines, dress code, etc. as outlined in the employee handbook and operations manual.
- Maintain a positive attitude and make a valuable contribution towards maintaining ECCO's culture of passion, innovation and sustainability.
- Other duties and/or special projects as assigned.

## **Minimum Qualifications:**

- High school diploma or GED equivalent.
- Ability to effectively communicate the features and benefits of our brand and products to customers.
- Basic computer skills.
- Ability to lift up to 50 lbs. on a regular basis.
- Ability to climb ladders
- Ability to read, write and speak English at a proficient level.
- Ability to work a varied schedule, including evenings and weekends.

ECCO Shoes Canada, Inc.  
 Attn: Store Manager  
 8555 Campeau Drive, Unit 957  
 Kanata, ON  
 K2T 1B7 CANADA

Email: [mgr-OttawaTanger@eccostores.ca](mailto:mgr-OttawaTanger@eccostores.ca)

No phone calls please.

- This is a part-time opportunity and the position is available immediately.
- Due to the high volume of applicants we respectfully request that interested and qualified candidates that have the experience as set out in the job posting above send their resumes as a word attachment along with salary expectations as soon as possible.
- We thank all applicants for their interest, however, only those selected for further consideration will be contacted.
- Candidates must be legally able to work in Canada. For this particular position, we will not be offering sponsorship for candidates outside of Canada nor relocation assistance.

