

JOB DESCRIPTION

Retail (Summer Student)

Reports to: Sr. Mgr – Retail, Marketing & Quality Assurance

Direct Reports: None

Structure: Hourly (Summer Student)

Summary of Role:

Reporting to the Sr. Mgr – Retail, Marketing & QA, the Retail Summer Student supports Sichuun's retail store and customer service.

Principle Duties & Responsibilities

Customer Support

- Perform first level customer service
- Enter data and maintain customer and payment records
- Assist to manage the ticketing system
- Configure routers
- Take payments

Retail

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- Enter data and maintain customer and payment records
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Administration

- Support Sichuun staff as required

Qualifications

Education and Certification

- Current or recently graduated secondary or post-secondary student

This position description should not be construed to imply that these requirements are the exclusive standards of the position, including cross-training requirements. Position holders are expected to follow any other instructions and perform any other duties, as may be required by their supervisor.

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