



## MY BEST FRIEND'S CLOSET HIGH END CONSIGNMENT

### Director, First Impressions

My Best Friend's Closet are high-end consignment stores located in both Cranbrook and Kimberley BC. We are actively seeking a Director, First Impressions for the Cranbrook store.

#### job description

MyBFC's *Director, First Impressions* is courteous and professional. They are dependable, committed and a team player. They deliver high-quality results and have fun while doing it.

Our *Director, First Impressions* is responsible for all sales activities and associated job duties, from greeting customers, answering questions, offering assistance, suggesting items, lending opinions, and providing product information.

Individual responsibilities include demonstrating outstanding customer service and selling skills, keeping the selling floor stocked with merchandise, addressing customer concerns, leading the display of merchandise, and organizing the selling floor and stock areas. They must process payments by totaling purchases, operating cash registers and financial transactions. They maintain a positive attitude with sincerity and enthusiasm reflecting the store's commitment to our customers.

A primary responsibility for our *Director, First Impressions* is to undertake major projects, tailored to your skill set and interest. Opportunities include any/all of the following:

- Inventory system research and transition (develop a business case for adoption of a more robust inventory system)
- Communication and Marketing strategies (asset inventory and gap analysis, content creation)
- Additional opportunities as agreed upon



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### **An awesome candidate will be able to demonstrate:**

- An enthusiastic and friendly personality with a genuine desire to provide outstanding and authentic customer service
- Impressive communication skills with a focus on the client experience
- Responsibility in decision making and dependability
- An ability to work as part of a team and to take initiative independent of direct supervision
- Ability to multitask, attentive to customers and flexible to the needs of the business
- Ability to work in a fast-paced environment with physical demands: this position involves constant moving, talking, hearing, reaching, lifting, and standing.
- Availability to work a variety of weekday hours.

### **An even more awesome candidate may also be able to demonstrate:**

- Experience developing business development materials, specifically branding, marketing, communications and/or social media
- A solid understanding of sales principles and customer service practices
- Creativity in solution development for a unique experience
- Willingness to take on increasing levels of responsibility.

We are a small team. We work hard, support each other, and strive for continuous improvement, in the store, our reputation and ourselves. We celebrate success.

For more information, please visit our website at [www.myBFC.ca](http://www.myBFC.ca) and drop in to see us.

To apply, please send your resume and cover letter to [info@mybfc.ca](mailto:info@mybfc.ca) explaining why you're the best addition to our team. Please note, that we cannot reply to all applicants, and only those selected for an interview will be contacted. This position is based at our Cranbrook location.

We look forward to meeting you.