



JOB POSTING

SALES & OPERATIONS TECHNICIAN (SOT)

Due to increased growth, we are looking to hire a permanent, f/t, ***Sales & Operations Technician (SOT)***. This exciting opportunity supports the company in the following areas: (1) Retail Store, (2) Front Office, & (3) Plant Operations. The SOT is energetic, self-motivated & capable of maximizing results in his or her own sphere responsibility while being flexible and willing to help out in other areas – sometimes on short notice. The SOT is a newly created position with plenty of growth potential. This is an exceptional career opportunity & we are willing to train/develop the right candidate!

DUTIES/RESPONSIBILITIES

RETAIL STORE

- Directly responsible for the retail store & its sales
- Merchandises products in a manner that maximizes consumer appeal
- Markets NP's products on social media & other means (ie FaceBook & company website)
- Consistently monitors supply (ensures proper stock levels in the store at all times)
- Continually learns about NP's products & provides expertise to customers
- Sells/upsells products (with various add-ons) to maximize store revenues
- Maintains, uses & troubleshoots cash register/POS system
- Maintains & processes float for cash register
- Takes & processes customer orders (usually by phone and e-mail)
- Conducts outbound sales (calling on new & existing customers)
- Provides quotes to customers (retail & wholesale)
- Resolves problems or issues whenever possible
- Receives & processes incoming orders
- Prepares reports or updates pertaining to store and its operations/sales
- Coordinates outgoing shipping of NP's products
- Organizes, cleans, and sanitizes work area
- Liaises/communicates/works with other team members
- Maintains good inventory of products in store at all times
- Other duties as assigned

FRONT OFFICE

- Welcomes & greets customers/visitors in person or on the phone
- Monitors/maintains company supplies (& places orders when needed)
- Processes incoming/outgoing mail & arranges for couriers
- Organizes the workspace & supplies

- Maintains a clean & safe reception area
- Maintains office equipment (ie copiers, printers, computers)
- May be asked to complete administrative tasks
- Other duties as assigned

PLANT OPERATIONS

- Willing to learn the operations of other NP depts (ie packaging, production, admin)
- Willing to help out/cover other depts when needed
- Creates/maintains a hygienic & positive working environment
- Actively promotes health & safety in the workplace
- Familiarizes with SOPs & inspection regulations
- Active participant & supporter of quality control
- Willing to be a member of health & safety committee & take minutes
- Other duties as assigned

REQUIREMENTS

Education

- Post-secondary education in business administration, operations, sales, or marketing – *asset*
- Occupational Health & Safety Certification – *asset*
- WHMIS (or willing to obtain)
- Occupational First Aid – *asset*

Experience

- Previous role(s) in customer service/admin, sales, operations, merchandising and marketing
- Demonstrated experience meeting or exceeding sales plans/goals
- Previous experience using Microsoft Office365 & QuickBooks
- Experience resolving customer complaints/issues
- Social media marketing and website admin – *assets*
- Experience working in a food production facility – *asset*
- Strong communication, relationship-building & interpersonal skills
- Health & safety committee experience – *asset*

CLOSING DATE & TIME: Open until suitable candidate found

START DATE: ASAP

DATE POSTED: May 3, 2022

COMPENSATION: Competitive

TO APPLY: E-mail cover letter & resume to *Dwayne Worthing, HR Manager*, at dwayne@naturalpastures.com citing “**Sales & Operations Technician**” in the subject heading of your e-mail.

We thank all those who apply, however only those shortlisted will be contacted for interviews.