

Position Title:	Position Number(s):	Approved Classification:
Sales Associate	Various	RSW G1- Seasonal RSW G2- Auxiliary RSW G3- Regular
Supervisor's Title:	Supervisor's Position Number:	Supervisor's Classification:
Store Manager	Various	Various

## Organization Description

At the Liquor Distribution Branch (LDB) our vision of 'Service. Relationships. Results.' is all about providing a valued service, building strong relationships with our stakeholders, and achieving greater results for the province. The LDB is one of two branches of government responsible for the cannabis and liquor industry of B.C. We operate the wholesale distribution of beverage alcohol and non-medical cannabis within the province, as well as the household retail brands of BC Liquor Stores and BC Cannabis Stores.

We employ nearly 5,000 people in over 200 communities and have hundreds of career opportunities spanning our entire wholesale, retail and corporate operations – from supply chain logistics, to high-tech solutions, and everything in between. The LDB has been named one of BC's Top Employers 12 times over for offering exceptional places to work, flexible work hours and earned days off, extended health and dental benefits, maternity and parental leave top-up payments, a pension program, in-house professional and leadership development, and subsidies for professional accreditation.

## Business Area Description

BC Liquor Stores is a fiscally responsible retailer of beverage alcohol that provides exemplary customer service, delivers social responsibility programs and upholds BCLDB's core values of service, relationships and results. Working in this vibrant, creative and supportive team environment will see your knowledge and skills thrive to unparalleled levels

## Job Overview

This position is responsible for providing exemplary customer service by using their product knowledge of items carried. Cashiering and warehouse duties are also performed as well as daily housekeeping, assisting with promotional displays, ensuring merchandising standards are met and inventory levels are maintained, interacting with industry representatives, and other related duties as required.

## Accountabilities

- Performs service duties such as operating a Point of Sale (POS) computer system, assisting customers to make purchases and receiving payments, keeping display areas clean and full, promoting and actively participating in social responsibility programs (such as our 2ID policy to verify age and checking for sobriety).
- Performs warehouse duties such as unloading of pallets, stocking shelves, filling licensee orders and confirming receipt of liquor and beer.
- Performs administrative duties such as balancing and reconciling cash for deposits and counting physical inventory.
- Works directly with other sales associates, management team and customers.

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## Special Requirements & Working Conditions

- May be required to lift liquor cases up to 50 lbs. to varying heights, standing at a cash register for extended periods of time and performing warehouse duties including frequent bending and standing.
- Will be required to wear steel toed shoes.
- May be required to operate a variety of mechanical equipment.
- Successful completion of a criminal record check as required by the ministry.
- Successful completion of Serving It Right™ certification will be required prior to confirmation of any appointments of this position.
- Must be comfortable in upholding social responsibility standard of 2ID policy etc.
- Work is performed in a multi-shift retail operation.

## Position Requirements

### Experience:

- Must be minimum 19 years of age.
- Demonstrated ability to provide excellent customer service.
- Must enjoy assisting customers and able to work cooperatively with others.
- Able to lift 20-25 kg cases.
- Willing to handle large volumes of non-sterilized empty bottle returns.

### Preferred qualifications:

Past work experience in a fast-paced retail or similar environment.

Completion formal wine or spirits product knowledge course such as WSET 1, preferred.

### Knowledge:

- Must have basic computer skills.

### Skills and Abilities:

- Effective communication skills.
- Proven ability to adapt quickly to changing priorities.
- Demonstrated aptitude for cashier and related duties.

## Behavioural Competencies

The three Public Service Core Competencies (Service Orientation, Results Orientation, and Teamwork & Cooperation) are requirements of this position.

For more information about behavioural interviews, competency definitions, and to watch interview videos, please visit:

[Competencies in the BC Public Service](#)

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