



Job Posting

Job Title: Customer Advisor
Status: Part Time
Reporting to: Manager, Retail Operations – Downtown Toronto
Location: Downtown Toronto, ON

About Lee Valley:

Since 1978, Lee Valley has recognized that woodworking and gardening are not just hobbies, but are for many a lifestyle choice. Lee Valley Tools enjoys a proud 40-year history of providing high-quality woodworking, gardening, hobby, hardware, gift and seasonal merchandise to customers worldwide. Our customer service is renowned. We pride ourselves on providing quality in all products, whether developed and manufactured internally or sourced elsewhere.

A position at Lee Valley is more than just a job – we honor the time and dedication that our people give by providing sustained and meaningful employment, and we strive to provide an environment where learning and development are encouraged.

Opportunity:

We have an exciting opportunity available for a part-time Customer Advisor at our downtown Toronto retail store.

The Customer Advisor autonomously provides high-quality support and service for customer orders. Using a broad range of knowledge and experience, the Customer Advisor capably handles customer enquiries regarding products and/or services related to woodworking, gardening and other issues.

The Customer Advisor must be available to work evenings and weekend shifts.

Key Responsibilities:

- Serves customers promptly, courteously and efficiently in person or on the phone
- Provides accurate processing and fulfillment of customer orders
- Provides customers with accurate pricing, part numbers and/or product availability for orders
- Determines the nature of the inquiry and directs it to the appropriate individual or group if necessary
- Resolves routine service, delivery issues
- Manages custom-order products
- Assists in other areas of the store when needed
- Collects detailed symptoms of customer problems, may require additional research and testing to facilitate repair or resolution
- Follows through on product problems and suggestions

- May provide guidance to other departments or less experienced staff
- May conduct training sessions for staff or seminars for customers on a particular topic or line of products, or participate in product testing

Knowledge and Skills:

- High school diploma and 1-2 years of related experience; college diploma or certification in a related field (horticulture, woodworking, carpentry, etc.) considered a significant asset
- Previous experience in a retail or customer service environment; familiarity with and understanding of retail operations considered an asset
- Exceptional interpersonal skills; strong written and verbal communication
- Advanced knowledge of Lee Valley product lines and expert knowledge of a full area of Lee Valley products (e.g. woodworking or gardening) an asset
- Sound knowledge of our website and its functionality an asset

Interested in joining the Lee Valley Team?

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