

True North Sports + Entertainment is looking for a motivated and energetic individual to join our team.

The **Assistant Manager, True North Shop** will assist with the operation of True North's e-commerce site on Shopify focusing on optimizing the overall online customer experience.

What to be excited for in this role:

- Organize the editing and taking of photos of required merchandise.
- Assist with the fulfillment of customer orders.
- Set sales and promotions within the Shopify platform.
- Deactivate out of stock items and activate items when restocked.
- Activate items for pre-sale/oversell when required.
- Provide online customer service in a timely manner.
- Maximize the use of options available on the Shopify platform, search and test add-on programs when needed.
- Periodically meet with other retail staff to review operational issues, new inventory, and follow up on projects.

What we need from you:

- Previous experience with an e-commerce platform.
- Photography and photo editing experience.
- Experience working with retail-based software.
- Ability to prioritize competing demands in a diverse and evolving environment, independently managing deadlines and corresponding workload.
- Strong computer skills, particularly with databases and spreadsheets, and the ability to learn new software when required.
- Excellent interpersonal skills with a solid understanding of customer service.
- A fundamental understanding of database processes.
- Attention to detail and excellent personal organization skills.
- Ability to walk/stand for long periods of time.
- Ability to perform repetitive heavy lifting (up to 30lbs).
- Must be flexible to work evenings, weekends, and holidays as required.

Due to the nature of the sports and entertainment industry where indoor public assembly takes place, it is True North's expectation that all employees must be fully vaccinated for COVID-19 in a manner approved by Health Canada. Providing confirmation of full vaccine status is a condition of employment unless a request for accommodation in accordance with The Human Rights Code (Manitoba) has been received and approved by True North. Reasonable documentation supporting any request for accommodation will be required.

To apply for this position please email **your resume and cover letter, including salary expectations** (in PDF format as one document) to joinourteam@tnse.com. Please include **Assistant Manager, True North Shop** in the subject line.

Closing date: September 23, 2021

WE ARE TRUE NORTH.

We thank all that apply, however, only those selected for an interview will be contacted. No phone calls please.

