



Moose Knuckles is looking for Sales Associates to join our crew. We dare to be different, and you should too. Service for us is about being authentic, irreverent and honest. We elevate the experience by being ourselves. You have luxury experience, and know the importance of quality craftsmanship, product knowledge, outreach and genuine connections. You elevate the experience at each step of the customer journey and drive for better results every shift.

**Some of what you'll do:**

- Selling, clientelling and providing a memorable experience to each customer
- Engaging in conversation in a genuine manner
- Providing relevant and detailed product knowledge in each customer interaction
- Providing speedy service
- Completing large transactions with high level of attention to detail
- Taking customer information for follow up and email blasts
- Keeping the store clean and maintaining strong visual standards
- Restocking sales floor and keeping store tidy during downtime
- Understanding the importance of diversity and inclusion and how it plays a role in our day to day interactions with each other and with customers
- Follow the rules; understand and comply with all company policy, procedures and operations

**Some of what you'll need:**

- Minimum 2 years of mid-luxury or luxury experience
- You call your most valued customers when there is something they'd love
- You know all the key performance points around our jackets and deliver them with charm
- You know how to elevate an experience for everyone that walks in our door
- You always drop what you're doing when customers walk in, offer water, a smile and a joke.
- You are honest with the customer.
- You know teamwork makes the dream work.
- You're not afraid of losing a sale if your co-worker can sell it better.
- You know if you can lean, you can clean, and nobody needs to tell you to get a move on.