

HOCKEYSTICKMAN

Job Posting – Full Time Sales Coordinator - Toronto

LOCATION: 532 Evans Ave, Toronto, ON, M8W 2V4

WHO WE ARE - At our core, we are driven by a simple mission: to offer top-notch products at unbeatable prices. Recognizing the fundamental importance of choice in hockey gear, we take immense pride in being a family-run business that offers one of the most extensive selections of sticks, gear, and accessories worldwide, catering to various price points.

We achieve this by sourcing products directly from professional teams and the manufacturers. Our unwavering focus is on delivering the best 'bang for your buck', as evidenced by our Pro Stock and Pro Blackout lineups, industry closeouts, and even used and refurbished gear. Lots of products we bring in are hard to find and manage, but instead of shying away, we go 'diggin in the corners'. Just like in hockey, we think there's a place for grinders in the equipment industry.

By prioritizing the needs and desires of hockey families, this father and sons team which began by fixing broken sticks in the basement, has grown to include many other likeminded hockey people and garnered tremendous support from the hockey community. We remain rooted in our humble beginnings, and relentless in our commitment to making hockey accessible to all, regardless of financial means.

WHO YOU ARE - You are an energetic, highly motivated individual who recognizes this as an opportunity to work in the hockey industry. You grew up playing hockey and are experienced with, and interested in hockey equipment. You take pride in your work and the potential to make a real difference with a small business. You are a friendly, outgoing person who likes to work with people, while also maintaining a high attention to detail and organizational skills.

THE ROLE – You will be one of the faces of the HockeyStickMan Toronto Showroom. Reporting to the Retail Manager, you will be an on-floor lead, overseeing the overall look and feel of the store and the associated customer experience. In addition to assisting customers on site and ensuring the Showroom is looking its best (ie stocking/facing), you will assist with routine equipment maintenance & repairs (ie sharpening/profiling) and customer service (ie phone calls/emails). Your passion for hockey equipment will make you a valuable member of our in-store sales team, contributing to a best-in-class shopping experience. You will spend much of your day on your feet. As a full time employee, you will play a key leadership role with our part time retail staff. We are a small business and rely on everyone stepping up in different areas when necessary.

Our priority is to hire someone to work our busiest store hours, with a typical weekly schedule being 4 week days and 1 weekend day. Our hiring process includes a 3-month probationary contract, after which we will review the fit for both parties and ideally move forward with a long term commitment.

WHAT YOU GET

- Opportunity to help grow an established hockey store with a strong online presence
- Professional quality equipment and supplies to work with (including our new Elite E-S4 Sharpener & E-P3 Profiler)
- Some complimentary gear as well as discounts on products
- Opportunity to meet and network with Pro/NCAA/Junior staff, experience facilities and some games
- Exciting, flexible, and fast paced work environment as we constantly change and grow
- The chance to be part of a great team full of like minded individuals and develop as a leader
- Competitive hourly wage and opportunity for advancement within company

WHAT YOU BRING

- High School Diploma. Many of our staff have university/college degrees, especially in areas like Sport Management
- Passion for the game of hockey and interest in gear and sticks; knowledge of sharpening, repairs etc. is a major asset
- Past experience in a retail or pro shop environment; familiarity with Shopify or other POS software is a plus
- An open mind and a positive attitude; a willingness to take on a wide variety of tasks (including hands on work). Leadership qualities and experience working with a team
- A valid driver's license. A valid passport and the ability to drive a rental truck (ie age 25+) is an asset as well.
- Ability to work during our busiest hours (weekday evenings, weekends, especially during hockey season)

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POTENTIAL AREAS OF FOCUS

Typically, our sales staff will grow into bigger roles in one of the following concentrations. How and where your roles develops will depend heavily on your strengths and interests, and we always place a great deal of value in staff members who are able to help out across multiple areas.

RETAIL

- Serve as main face on sales floor, engaging customers and helping them find what they need
- Execute basic pro shop services (sharpening, baking, profiling)
- Maintain look and feel of showroom, assist with delegation of day to day tasks
- Complete opening/closing checklist on majority of days, schedule dependent
- Assist Retail Manager with ordering retail products & Showroom supplies
- Take ownership and leadership role over full and part time Showroom staff.
- Assist with wholesale and team sale ordering programs
- Assist with customer service via phone and email

CUSTOMER SERVICE

- Answer the majority of customer service emails & phone calls, especially as they pertain to the Toronto location, ensure the required follow-up occurs from relevant staff
- Be a steady presence in Showroom, available to help customers, and take on in-store customer service needs (ie unhappy customers with broken sticks who want to challenge our policies)
- Support fulfillment staff to manage customer returns, exchanges, and order alterations
- Assist with development of online FAQ/Help Center, automation of customer service
- Provide customer service feedback to help develop and implement new policies
- Assist with pro shop as required, including some bigger tasks (profiling, riveting)

PRO SHOP

- Serve as pro shop lead on sales floor, offering product expertise to customers, especially with skates
- Perform pro shop duties, including sharpening, and especially baking, profiling and riveting/minor repairs as required
- Complete required pro shop services (profile/sharpening) for online orders
- Maintain condition of pro shop areas and equipment
- Complete stick repairs for local customers in store with SRS system
- Assist with customer service, especially over phone

EVENTS & ACTIVATIONS

- Work in Showroom, assisting customers in store and online as required.
- Seek out, book, and set up opportunities for HSM involvement in the community
- Develop infrastructure to effectively and efficiently bring the HSM experience on the road
- Attend tournaments and events, growing the HockeyStickMan reach and brand, and selling a selection of products – in particular our Pro Blackout line. Given the nature of events, this will likely require additional weekend work
- Assist in planning and execution of key events like the Sidewalk Sale, Grand Openings, etc
- Be important part of team sale and wholesale programs, including potential off-site sales opportunities

HOW TO APPLY

Email Resume and cover letter (as soon as possible) to Sales Manager Jackson Amos – jackson@hockeystickman.com