

## **ROLE PROFILE**

**Title:** **Vending/Sales Staff - Full-Time (Seasonal) – Calgary, AB**  
Time limited position as Seasonal Staff Member

**Accountable to:** **Owner & Operations Coordinator**

**Rate :** **\$12 - \$13.50 per hour + Food + Festival Entrance + Travel Allowance**  
With previous experience within Company or  
Previous Experience within Environment

### **Position Summary:**

The Vending Staff member is responsible to the Festival Vending extension of Bolli Imports, and operates as the Booth Staff. The Vending Staff Member(s) are responsible for **upholding the values and vibe** of Bolli Imports throughout the Festival both on and off shift. This position is one of travel and the staff is **responsible in part for some “Backstage” and “Frontstage” Operations of the Booth** as well as Pre and Post Festival responsibilities at the direction of the Owner **to ensure** that Bolli Imports, has a **strong customer service based culture** that can be used to expose the public VIA in-Booth sales to the range of products offered.

### **Key Accountabilities:**

The Vending Staff, is most significantly responsible for Travel to and from Festival(s), Set-up and Take-down of Booth, Customer Engagement, Product Knowledge, On-Site Sales, Maintaining the Space and Servicing the Customer base existing in and through Festival Vending. inclusive of, but not exclusive to, the following:

- Responsible in a co-creative way, along with the Owner and other Vending Staff for areas of On/Off-site responsibilities: Preparations pre/post Festival(s), Travel to and from Festival(s), Setting-up and tearing down of Booth, Product Display, Customer Service, Inventory Restocking, Retail sales and Cash Management.
- Primarily Responsible for the Greeting and Interaction with both Customers “Frontstage” (Sales), Service Levels “Backstage” (Inventory), Collaboration with Team Members, Collaboration in Cooking and Camping Needs, and Setting up Booth with direction from Owner.

### **Core Competencies:**

The Vending Staff member(s) will be delegated the following tasks by the Owner and need to have the **initiative**, and **flexibility** to demonstrate a **team-oriented work ethic**, capable of seeing that all tasks as listed below, are accomplished in enthusiastic and effective manner. Under the direction and guidance of the Owner and in compliance with developed operational policies and/or procedures the Vending Staff Member(s) will be responsible for the following:

#### **Financial Accountability**

- Retail Sales

- Cash Handling
- POS usage

#### **Customer Service**

- Customer greeting and engagement
- Relationship Building and Customer Retention
- Provide friendly, reliable and next-level customer service
- Provide credible and informative product information
- Assist customers with interests and needs
- Product sales and follow up services

#### **Organization / Time Management**

- Reliably taking responsibility for the opening and closing the Booth according to Booth hours and scheduled shift time.
- Reliably checking-in at booth as a home base and in accordance with weather conditions.
- Flexibility with Daily Tasks as determined by Owner
- Documenting hours worked via Sign-in/Out Sheet Provided
- Continuing to learn and develop knowledge of stock (Place of origin, Price, Inventory, Sizes, Fit)
- Keeping back-stock organized and easily accessible in Trailers at Festival Grounds
- Keeping inventory tagged, stocked, restocked and rotated with current inventory in Booth
- Keeping “Frontstage” and “Backstage” organized and clean
- Increasing knowledge of pricing/price with support from Owner
- Restocking Pre-Festival/Organizing Post-Festival
- Post Festival Responsibilities as determined by Owner and/or Operations Coordinator

#### **Communication / Relationship Building**

- Communicating with Owner and/or Operations Coordinator about re-stocking needs (clothing, accessories, jewellery etc.)
- Encourage and maintain team communication pre and post Festival
- Attend team meetings as scheduled
- Strong commitment to accountable communication with Owner and team members during event
- Work collaboratively as a member of a team

#### **Travel, Labour and Accountability**

- Travel to and from scheduled festivals with set or estimated departure/arrival times in company vehicle(s)
- Set-up and Tear-down of booth as directed by Owner
- Ability to be flexible with the changing nature of the environment
- Ability to be flexible with times of arrival and departure
- Demonstrates stamina with prolonged periods of physical labour (exertion)
- Ability to work outside in rain or shine weather
- Ability to work under time pressure (Setup and takedown)
- Upholding Bolli Imports’ Staff and Customer Relations Standards
- On Festival Free weekends the Vending Staff Member(s) will be supporting either the Production branch of Bolli Imports or Festival Preps as directed by Owner, Operations Coordinator and/or Production Coordinator:
  - Fabric Cutting and Sewing (as per abilities)
  - Packing
  - Organization of Trailers,
  - Festival Related Errands

#### **Assets**

- Valid Driver’s License

- Previous Experience with Trailer Driving
- Simple Math-Skills

### **Supplies and Personal Maintenance:**

\*This *can* be a very physically demanding position which includes lifting, loading, packing and working outside in the elements (Rain, Wind, Sun). Ensuring that you bring items for every kind of weather, and that your physical needs are met via rest, food & water is very important:

- **Rain or Shine Clothing :**
  - Socks
  - Sweater/Jacket
  - Rain Friendly Clothing
  - Bathing Suit
  - Shorts
  - Pants
  - Long Sleeve(s)
  - Short Sleeve(s)
- Pillow
- Blanket/Sleeping Bag
- Tent
- Water Bottle
- Towel
- Sunglasses
- Mosquito Spray
- Sunscreen

-

Due to the minimal room, please only bring 1 bag of personals along with whatever personal camping supplies you will need for the durations of the Festival. **The following will be provided:**

- Food (as agreed upon Food Allowance) in a cooler
- Drink Cooler
- Cooler/Cups/Utensils/Plates etc
- Coffee Maker
- Coffee Mugs
- Food Allowance
- 1 tent trailer with 2 beds available (personal tents are possible)

**If you are interested in joining us as a member of Bolli Imports' 2015 Summer Vending Crew please forward a few words about why this job would suit you as well as any previous experience in this type of environment and how you maintain balance in this type of energetically intense environment:**

**Skye Haddow**  
**Operations Coordinator**  
**Bolli Imports Inc.**  
**skye.ehaddow@gmail.com**