

## Customer Experience Representative (CER) – IndigoKids - 00BAD

### Job

Customer Service/Sales

### Primary Location

Canada-QUEBEC-BROSSARD-0737 BROSSARD

### Employee Status

: Part-Time

### Description

Are you passionate about kids, the books they read and the toys they love?

If so, Indigo may be the Right Fit for you!

The IndigoKids\* shop plays an important part in the transformation of our business. Indigo has become more than the traditional bookstore. We offer an incredible selection of children's books, and we now have quality toys, games, puzzles and more, which makes Indigo a dynamic, lively place to work.

As an IndigoKids\* CER, you deliver inspirational customer care within the IndigoKids\* shop. You play a critical role as the first and last point of contact for our customers. You sell our kids' products with passion and enthusiasm, and provide a fun, inspiring and educational Indigo experience to each and every customer (the tall and the small).

### What's The Job?

- Adding joy to our customers' lives and finding new, meaningful ways to improve the customer experience
- Building customer relationships by uncovering their stories, getting to know their needs and recommending product selections they feel good about
- Sharing your passion for children's books and generating excitement about new products, promotions and programs
- Connecting with communities by leading and supporting IndigoKids\* events with the highest degree of professionalism
- Playing with toys and having fun with the kids and adults
- Contributing to Indigo's amazing team spirit
- Using merchandising standards to create a visually appealing, stimulating store for kids and adults alike

### Qualifications

#### Who We're Looking For

##### **Enthusiastic people persons**

You enjoy interacting and having fun with people of all ages. You have a desire to leverage your energy and confidence to make positive customer connections. You're engaging and have outstanding communication skills. If you're applying for a job in Quebec, you must be fluent in English and French.

##### **Dynamic and committed salespeople**

You understand and can deliver world-class customer service. You love the satisfaction of connecting customers with our products. You are able to learn and implement effective sales techniques. You're a kid at heart, but you're also responsible and take your commitments seriously.

##### **Flexible problem solvers**

You're able to work both independently and within a team, and you can embrace change in support of our ever-changing business. You leverage your skills to enable you to manage multiple, and sometimes competing, priorities and stay organized. As a key part of this job, you will use initiative and demonstrate creativity in solving problems.

## Your Experience

- Previous employment in retail or the services sector
- Have worked in sales or merchandising
- Knowledge of Indigo product lines and offerings is an asset

Does this sound like you?

**Apply now** and learn more about how you can enrich your life with a career at Indigo!

You'll love working at Indigo.

Indigo Books & Music Inc. Is an equal opportunity employer.