



### **Service Specialist (Part-time) with the option to supplement hours)**

The Service Specialist is generally responsible for providing any assistance required by customers throughout the General Sales area. This position is key in the company's ability to fulfill our mission statement, which is to provide a superior shopping experience every day.

You will also be responsible for handling customer issues and supervision of the front end of the store while on duty. Front end duties include monitoring cashier coverage, maintaining front end supplies, replenishing change float, and answering calls for customer assistance at the check outs.

In addition to the above duties, this is also a customer service position which requires a great deal of customer contact. Applicants must be able to work effectively in a fast paced environment while at the same time providing quality service in a professional, courteous, and helpful manner.

You will have good inter-personal, motivational, delegation and follow up skills, combined with a willingness to accept responsibility, and an ability to train others and monitor their work habits. You will also be able to cope with stress, pressure, and remain calm when dealing with difficult situations.

A positive, mature, and professional leadership style, good inter-personal, motivational, delegation and follow up skills, and a solid understanding of policies and procedures are essential for this role. Supervisory experience would be considered an asset.

If you have superior customer service experience, the ability to work with a sense of urgency, combined with excellent communication skills (good listener, patient, and articulate), then we have the opportunity for you to excel!

We offer advancement opportunities through our promote-from-within policies, salaries commensurate with experience, and a comprehensive benefits program including:

- Comprehensive, optional medical, dental, prescription drug and vision coverage for you and your family (Ensuring you and your family are taken care of)
- Company matched RRSPs (Helping you plan for your future)
- Employee Discount Program (Sharing our success)
- Ongoing In-House Training & Education Courses (Lifelong learning)
- Employee Family Assistance Program (Free confidential counseling and support)
- Employee Recognition Program (Tangible rewards for great work!)
- Community Involvement (Giving back to our communities)

Applicants should be available to work a flexible schedule, Monday to Sunday.

If you possess the necessary skills and expertise and would like to join an exciting team of professionals,

### **Apply Now!**

We are an equal opportunity employer. The above statements are intended to describe the general nature and level of work applicable to this position and are not intended to be an exhaustive list of all responsibilities, duties and skills required. Be advised, London Drugs DOES NOT use third party recruitment services.

London Drugs may collect, use, and/or disclose your personal information (including the information in this application) where it is reasonable for establishing, managing or terminating an employment relationship. This includes the use or disclosure of your personal information to persons inside or external to our organization, for the purpose of checking references or gathering other information to support an assessment of your candidacy.

*To protect yourself, do not respond to unsolicited job offers from individuals or e-mail addresses, and never disclose any sensitive details about your identity (including personal or financial) to anyone you do not know or trust or on any unverified website, or website you do not trust.*

London Drugs is 100% Canadian owned and is focused on local customers' satisfaction. Across Alberta, Saskatchewan, Manitoba and British Columbia, London Drugs' 81 stores employ more than 7,000 staff dedicated to providing our customers with a superior shopping experience.