



Are you organized, self-motivated, results-oriented, eager to learn, and able to work independently, with the support of a well-established company behind you?

Do you have an innate ability to listen and provide inspiring solutions to customers' dilemmas?

Do you love working with customers, delighting them as you provide amazing service?

If you answered yes, then we want you to join our team as Starlight Lighting's next Warehouse and Service Associate. Starlight Lighting is the Bow Valley & Calgary Region's premiere provider of lighting solutions. We provide beautiful, unique, on-trend lighting products and solutions for homes, and all types of businesses, at exceptional prices. In addition, we also offer home décor and select furniture brands. We take pride in being our customers' trusted lighting experts, and so will you.

Warehouse and Service Associate:

As our new Warehouse and Service Associate, you will be taking on an exciting and multifaceted role. You will be responsible for the accurate flow of goods in and out of our warehouse. You will be inputting inventory into our computer system. You are mechanically inclined and can assemble new fixtures and hang and mount them in our showroom. You will handle deliveries to construction sites, residences, and/or businesses, in and around the Bow Valley. Demonstrated knowledge of our products will allow you to get involved in servicing our loyal customers – contractors, builders, electricians, walk-in customers, and interior designers with their clients. You are comfortable in a retail environment and are able to field customer inquiries in person, by phone, and via email. You'll demonstrate your exceptional communication skills when interacting with multiple customers daily. You'll determine what products they need and provide expert advice. You'll process orders and arrange for delivery. You'll enjoy providing full-service solutions and exceptional customer service.

You'll also enjoy this fast-paced role because it will provide you with an opportunity to help grow our business. You do what it takes to get the job done using your superb problem-solving skills, whether that's filling in for a co-worker, delivering that must-have light fixture to a customer's doorstep to make their day, or going that extra mile to source and deliver product for a time sensitive project.

If you have a growth mindset, then you'll make a real impact in this role as you develop our business through relationships and superb customer service.

You'll also excel in this position if you have:

- **Some lighting or electrical knowledge** - you have technical experience with lighting solutions, or perhaps you've worked for a lighting retailer before.
- **Drive** - you are self-motivated and have a passion to learn about our products to be able to best serve our customers; you're eager to learn, and you're coachable.

- **Detail-oriented** - you take pride in the quality of your work and hold yourself to a high standard; you strive to provide the right solutions to customers, minimizing their stress as you do.
- **Organization** - you can easily handle multiple clients and multiple tasks at once, and never let things slip through the cracks.
- **Teamwork** - you communicate effectively with your coworkers to get the job done.
- **Customer service experience** – you go above and beyond to ensure a positive experience.

Working at Starlight Lighting:

Starlight offers everything you need to excel as a Warehouse and Service Associate:

- This is a full-time or part-time, permanent position, in our Canmore showroom location.
- The wage for this position is \$17-\$20 per hour, depending on experience.
- The Canmore showroom hours are Monday to Friday from 10 am to 4 pm.
- Training and personal support from Starlight employees and management.
- A supportive, fun, boutique environment, where your co-workers will feel like family.
- An extensive and growing product line of beautiful lighting, furniture, and home décor products and designs.
- As an employee, you'll be able to purchase our products at cost.

Qualifications:

- Experience working at a lighting retailer, or technical knowledge of lighting solutions would be a major asset.
- Customer service and/or retail sales experience, a minimum of 1-2 years is preferred.
- Experience reading/interpreting architectural plans would be a major asset.
- Proven results and consistency in achieving/exceeding goals.
- Excellent interpersonal skills with the ability to quickly develop business relationships.
- Possess strong organizational and project management skills.
- Ability to work with Windows 10, Microsoft Office 365, cloud storage, and our POS system.
- Valid driver's license, reliable transportation, and ability to provide a clean driver's abstract.
- Ability to lift up to 40 lbs.

How to Apply:

Please email your resume to julie@starlightlighting.ca

No phone calls, please. Only those selected for an interview will be contacted. The position closes when a qualified candidate is found.

We value diversity and inclusion and encourage all qualified applicants to apply.