



Store Clerk

We are looking for an energetic and friendly clerk, for the Gorge Store, to help us with maintaining our inventory of all items and products while providing exceptional customer service. You will have to take regular stock of the items, replace and replenish products and manage inventory through the POS system. You are responsible for ensuring the inventory is maintained, cleaned and organized while being friendly and professional with all guests and other resort staff.

Nestled on Cortes Island, British Columbia, Gorge Harbour Marina Resort provides premier moorage services for adventurers exploring the Discovery Islands and Desolation Sound. Our resort offers a range of accommodations including Lodge and Cottage options, alongside RV Park, Camping, and Glamping Domes. With onsite amenities such as a Food Truck, General Store, Laundry Facilities, and Automobile Gas services, guests enjoy convenience and comfort throughout their stay. Proudly owned and managed by the Qathen Xwegus Management Corporation (QXMC), a business development corporation of the Klahoose First Nation, we blend exceptional service with cultural stewardship.

KEY ACCOUNTABILITIES

Essential Functions and Responsibilities:

- Participating in day-to-day receiving and inventory of dry and frozen goods.
- Continuously striving to maintain high quality of organization provided and builds customer loyalty through product excellence.
- Helping to raise the standards within the department.
- Striving to advance knowledge, skills, and abilities.
- Maintaining cleanliness and hygiene in the various storage areas including refrigerators and receiving rooms.
- Rotating store products, including produce, to ensure high standards of freshness.
- Checking refrigerators and storerooms in the various areas daily and that all products are stored in accordance with provincial regulations.

A culture champion fostering the cohesiveness of the team by:

- Ensuring open lines of professional communication with both store team and management.
- Ensuring the store and individual receiving area are well organized and ready for service and dedicated to cost-effective operation.
- Participating in individual touch bases (ITBs), group touch bases (GTBs), and skill-building sessions where appropriate.
- Establishing performance objectives/goals with management, reviewing progress throughout the year, and completing formal performance reviews with management so continual learning is the focus.
- Constantly monitoring safety procedures to ensure compliance.
- Actively contribute to improving resort operations and processes, including emergency protocol, organizational safety standards, and environmental sustainability efforts.



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Job Requirements/Qualifications:

Thrives in a “visitor focused and driven” department by:

- Understanding the guest expectations and established standards as related to quality and presentation of dry goods.
- Working with guest feedback on product quality and service levels and ensuring corrective measures are taken where needed.
- Alerting management to additional supplies needed, faulty equipment or other challenges that may exist.
- Maintaining adequate stock levels, ensuring to both eliminate outages or shorts and participate in any opportunities to minimize loss.

Ensures compliance with all resort and legislative requirements, guidelines, and laws by:

- Ensuring compliance with food handling and sanitation standards.
- Maintaining purchasing, receiving, and food storage standards and logs.
- Actively taking part in the resorts environmental program and department specific initiatives in working towards sustainable operations.
- Striving to uphold a safe working environment and is Health and Safety conscious and actively involved in maintaining and improving a safe work environment.

Consciously desires to improve the resort operations and its processes by:

- Promptly aiding in Emergency protocol.
- Maintaining organizational safety standards.
- Actively demonstrating the resort's values and expectations for conduct through friendly and professional behavior.
- Performs additional duties of a similar nature or level as required.

Education and Experience

- High School Diploma or GED
- Serving It Right
- Food Safe
- 2 years' applicable experience in a store or grocery environment
- Knowledge of food handling and sanitation standards.
- Experience remote resort operations an asset.

Skills:

- Excellent communication and people skills.
- Effective decision making and critical thinking skills.
- Demonstrated ability to work within a team: consensus building, negotiation, influencing, and conflict resolution.
- Strong associate relation skills.
- Self-motivated with a cheerful outlook and a consistent display of professionalism including personal hygiene.
- Innovative, meticulous
- Demonstrated ability to build and maintain relationships with staff, customers, and vendors.



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Working Conditions:

- Constantly standing and moving around in a receiving area and store.
- Frequently twisting, crouching, and stooping, handling, and grasping various products.
- Job requires incumbent to safely lift items weighing up to 50lbs.
- Occasionally sitting, climbing stairs, and balancing supplies and food.

Job Application Process:

To apply for this position, please send your resume and a cover letter detailing your relevant experience to team@gorgeharbour.com.



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