
PRODUCT CONSULTANT – Thompson

Full Time Employment Opportunity

Reporting to the Store Manager, the Product Consultant delivers excellence in customer service and product education. The incumbent is responsible for maintaining appropriate product assortment and the operation and ongoing improvement of assigned areas. They will be required to impart product knowledge to the store staff through regular training. They may also impart product knowledge by periodically acting as an MBLL Representative in making group presentations and conducting seminars.

Duties:

- Provide excellent customer service to satisfy customer's needs and develop customer knowledge through information and sampling thereby maximizing sales opportunities. Perform all duties in a socially responsible manner.
- Conduct product samplings for the public and store staff.
- May provide product information/education to licensees, private clubs and outside groups by conducting seminars and tastings.
- Provide product knowledge information to and train store staff.
- Assist in presentation of product knowledge courses for MBLL employees (for example Basic Wine course and Higher Certificate course), as well as public education programs (such as Having Fun With Wine/Beer/Spirits).
- Upgrade knowledge by attending product information seminars and other self-improvement courses and workshops.
- Maintain orderly files of product information, budgets, catalogues, Opimian orders, special orders, wine magazines and reference books for employee and customer reference.
- Track sales and assist the Store Manager in maintaining MBLL inventory goals and shelf management policies in the store.
- Recommend to the Store Manager the proper product assortment selection and development of the Wine Corner and for implementation of specialty products merchandising programs and being involved in the clustering initiative.
- Work with representatives to help introduce new products to the public – setting up displays and doing tastings.
- Where required, performs job duties of a Customer Service Clerk, including cashiering, stock handling and control, security, and housekeeping.
- Encourage a climate that supports diversity.
- Performs other duties as assigned.

Primary Qualifications:

- High School (Grade 12) Diploma or G.E.D. equivalent
- Demonstrated product knowledge expertise as well as completion of the Higher Certificate Course (minimum score of B).
- Must demonstrate a high level of written and oral communication skills, excellence in customer service and the ability to speak and present to internal and external groups on product education.
- Understanding microcomputer applications: Outlook, X-Store, word processing and spreadsheets.
- Understanding and having experience in monitoring sales, assortment, selection and inventory category management.
- Minimum of two (2) years of retail sales experience.
- The core competencies for this position include achieving quality results, adaptability/managing change, communication, customer service, decision making and problem solving, integrity and building trust, teamwork and cooperation and valuing diversity. These competencies are deemed important for the success of the position and organization.

Secondary Qualifications:

- Bilingual (French/English) language skills.

**** Manitoba Liquor and Lotteries is committed to Diversity, Equity and Inclusion. We strive to hire a workforce that reflects the community we serve. Employment equity will be considered therefore applicants who identify as women, Indigenous people, members of racialized groups, and persons with a disability are encouraged to apply.*

If you require an accommodation at any time during the recruitment process, please let us know how we can meet your needs.

Salary: \$22.79 - \$27.90
Bargaining Unit: MGEU
Location: Thompson

****Please note that the successful candidate must reside in the Thompson area****

Individuals should apply by completing our online application form at www.mbl.ca/jobs or by submitting a resume and application to careers@mbll.ca

All applications are due by October 6, 2023.

We thank all interested applicants, however, only those selected for interviews will be contacted.