



Customer Care Professional

To create a community-centred retail experience that goes beyond transactions by providing affordable products, exceptional service, and fostering connections that strengthen the Tobago community, powered by modern systems, data, and disciplined execution.

JOB DESCRIPTION

Cash Management & Customer Service

- Managing transactions with customers using cash registers and digital systems
- Scanning goods and ensuring pricing is accurate
- Issuing receipts, refunds, change or tickets to customers
- Cross-selling products and introducing new products for sale
- Collecting payments via cash, credit/debit card or cryptocurrency
- Balancing cash with Supervisor at the end of each shift
- Guiding and facilitating customers, providing relevant information and fielding their complaints.

Orders and Operations

- Facilitating orders from clients via in person, phone and instant messaging platforms.
- Ensuring effective communication to clients on distribution schedule and delivery.
- Developing and maintaining new client relationships for expansion..
- Nurturing existing WiMart clients to build their trust and lifetime value.
- Performing inventory management tasks such as physical stock checks, pricing, entering inventory and reports.
- Ensuring quality service delivery to all relevant stakeholders.
- Assist Management Team and Road Team as necessary from time to time to ensure success.
- Maintain a clean and tidy checkout and grocery area.



- Maintain and update financial records and operational logs, specifically the Commercial Activity Reporting Dashboard (CARD), COGS reporting, and expense tracking.

Administrative and Marketing Support

- Maintaining relevant distribution databases and spreadsheets
- Tracking and correctly recording general expenditure and income from clients, including credit sales/receipts.
- Create engaging content involving the WiMart brand where possible.

JOB REQUIREMENTS:

- Project management, problem solving and people management skills.
- Proficiency in Google Sheets, Docs and related products.
- Comfortable working remotely and in a dynamic environment
- Must be available to work evenings, weekends and Public Holidays
- Able to multitask, meet deadlines and work well in a fast-paced environment.
- Public speaking and sales experience.
- Strong leadership and entrepreneurial skills
- Ability to apply logical and critical thinking skills
- Ability to communicate with suppliers & vendors in a timely and professional manner.
- Commitment to the G.U.E.S.T. customer service principle
- Proficiency with digital cloud-based POS and inventory management systems.