



Seattle, WA // On-Site

RE-SALE ASSOCIATE (PART-TIME)

Wonderland Gear Exchange ("WGE") is a specialty retailer focused on designing the best experience for buying and selling used outdoor gear. Founded in 2018, the Wonderland team has its sights set on continued expansion and innovating ways to keep gear in the wild and out of the landfill; make adventures cheaper & easier; and broaden the outdoor community.

Wonderland Gear Exchange is looking to hire a Re-sale Associate to provide exceptional service to our community of customers and consignors. As the shop's Jill/Jack-of-all-trades, Re-sale Associates are responsible for all areas of customer service, merchandising, and daily operations of the store.

At Wonderland, we view ourselves as a community resource rather than a retail store, which fundamentally fosters a happier and more personable environment for visitors and staff. We don't believe that specific retail experience is necessary to be a successful part of our team. Instead, we're eager to hire people who are enthusiastic about outdoor recreation and are committed to our mission and three guiding principles.

Members of the customer service team must possess a broad knowledge of modern equipment and apparel for a variety of outdoor activities. Candidates with specialized knowledge or experience working with rock climbing, skiing/snowboarding, cycling, or other technical equipment are encouraged to highlight this in their application.

Wonderland seeks candidates with excellent interpersonal skills, strong emotional intelligence, and a deep commitment to creating a welcoming environment for anyone who walks through our doors. Being quick with a laugh or high-five doesn't hurt, either.

YOUR TYPICAL TASKS AND DUTIES

- Work with customers to answer questions and provide advice or feedback
- Manage the check-out counter and point-of-sale system
- Organize and create displays/signage for gear and apparel
- Perform merchandising duties, such as hanging, folding, organizing racks, etc.
- Daily store cleaning and upkeep

EXPERIENCE WE'RE EXCITED FOR YOU TO HIGHLIGHT

- Highly attuned to providing exceptional customer service to consignors and customers

- Proven track record of being an adaptable and positive member of a team, particularly in a busy (sometimes hectic) environment
- Ability to be detail-oriented during multitasking or in a busy/dynamic environment
- Experience recreating in a variety of outdoor activities, such as backpacking, skiing, mountain biking, rock climbing, mountaineering, kayaking, etc.
- A natural communicator, with the ability to patiently guide customers in their gear purchases
- Fastidiously tidy with a knack for organization, to be used for creating displays and spaces

PAY • PERKS • BENEFITS

This part-time position will be scheduled for two to three 8-hour shifts per week, generally with consistent days each week.

Our compensation package includes \$20-21/hour starting wage + bonuses, as well as paid personal days and an employer-matched 401(k).

Benefits for part-time staff include: adaptable schedule (some weekend shifts expected); steep deals on outdoor gear; discounted ski and climbing gym passes; team outings/trainings; 80% consignment rate.

HOW TO APPLY

Send a short cover email and resume (PDF format) with the subject "Re-sale Associate" to jobs@wonderlandgearexchange.com

PRO TIP: we want to hear about your personality! Feel free to use ONE of the prompts below for your letter/email:

- A. How would you describe one of your favorite adventure buddies?
- B. What was a time you had some Type II fun? (That is, something that wasn't very fun in the moment but is fun to look back upon.)
- C. What's your approach to great customer service?

EQUAL EMPLOYMENT OPPORTUNITY & MORE

All qualified applicants will receive consideration for employment without discrimination on the basis of race, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability, or any other factors prohibited by law.

Not confident that your experience qualifies you for this position? Don't let the stereotypes of the "outdoor industry" discourage you. Show us how you can contribute to our team, how you've risen to challenges, or your approach to quickly gaining skills for opportunities you've been passionate about.