Presale Associate

vbs apparel (also known as Volleyball Stuff) is looking for enthusiastic and reliable Presale Associates to support the Presale team during the 2026 Nationals event. Reporting to the Presale Supervisor, the Presale Associate will assist in the coordination of the collection of Presale orders, ensuring a smooth and efficient process while delivering excellent customer service.

Responsibilities:

- Assist with presale order distribution, ensuring accuracy and efficiency.
- Provide exceptional customer service by answering questions, addressing concerns, and assisting with order inquiries in a professional and friendly manner.
- Assist in tracking and maintaining accurate records of Presale orders.
- Assist with handling returns and exchanges according to the company's policies, ensuring customer satisfaction.
- Work closely with the Presale team to maintain effective operations, support team members during busy times
- Help maintain the area clean and organized.

Qualifications:

- Previous experience in retail, customer service, or event-based roles is a plus.
- Strong communication skills and a customer-focused attitude.
- Ability to multitask and stay organized in a busy, fast-paced environment.
- Basic computer skills for order tracking.
- Flexible schedule and availability to work during event hours.
- A positive, team-oriented attitude with a strong commitment to excellent service.

Additional Notes:

- This position is temporary and will be active during the 2026 Nationals event which will be held at the BMO Centre, Calgary.
- Hours will vary depending on the event schedule.
- Physical requirements include standing for extended periods and light lifting.

Pay Rate & Availability:

Pay Rate: $22/hour

Required Availability: May 19-31 (7 to 10-hour shift each day), plus 1 hour of virtual training sessions in advance of the event to be scheduled following successful application.

Estimated Total Hours: 119 hours (subject to change based on event schedule)

How to Apply:

Please complete the online 2026 Nationals Event Team Member Application Form.

We appreciate all applicants; however, only those selected for an interview will be contacted.

vbs apparel is an equal opportunity employer and encourages all interested and qualified candidates to apply.