



# MARTYRS' SHRINE

THE CANADIAN SHRINE OF THE NORTH AMERICAN MARTYRS · SERVED BY JESUITS

## Job Description

<b>Position Title:</b>	Pilgrim Services Assistant
<b>Department:</b>	Pilgrim Services
<b>Reports to:</b>	Manager, Marketing and Communications
<b>Status:</b>	Seasonal / Full Time / Hourly

### Overview

The Pilgrim Services Assistant, as a member of the Pilgrim Services team, is accountable for assisting the Shopkeeper and Gatekeeper to run the Shrine Gift Shop and Gates efficiently and profitably in a manner consistent with Catholic values and the vision and mission of the Martyrs' Shrine.

The successful candidate will be available 37.5 hours a week for a period of 23 weeks from May 1<sup>st</sup> 2017 to October 20<sup>th</sup> 2017, including evenings and weekends. A satisfactory criminal background check including vulnerable sector will also be required.

### Responsibilities

1. Follows instructions from the Shopkeeper and the Gatekeeper regarding procedures
2. Provides a high level of customer service to pilgrims and visitors
3. Greets, serves and advises customers
4. Takes payment:
  - a. Operates cash register
  - b. Operates ticketing system
  - c. Operates Moneris machine for credit and debit card payments
5. Advises Shopkeeper about stock amounts for re-ordering
6. Stacks shelves and displays goods in an attractive way
7. Arranges window displays
8. Maintains Store and Gate cleanliness by performing such tasks as sweeping, dusting and removing garbage
9. Provides directions and information about the Martyrs' Shrine and surrounding area to pilgrims and visitors
10. Maintains cash floats in a secure manner
11. Follows procedure for opening, working in, and closing the Gate and/or Gift Shop

12. Other tasks or projects as assigned by the Manager of Marketing and Communications

Qualifications and Competencies:

1. Excellent customer service skills
2. Computer proficiency
3. Retail sales experience
4. Willingness to take instruction and learn procedures
5. Ability to take direction in a positive manner
6. Excellent math skills for pricing and making change
7. Bi-lingual (French/English) preferred; other language an asset
8. Knowledge of, and commitment to, Health and Safety on the job
9. Ability to perform under pressure
10. Good teamwork and interpersonal skills
11. Knowledge of the Martyrs' Shrine and surrounding area
12. Basic knowledge of the story of the Canadian Martyrs and the mission of the Martyrs' Shrine an asset
13. College diploma (or working towards, or equivalent experience)