



MARTYRS' SHRINE

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

Job Description

Position Title:	Gates/Gift Shop Attendant
Department:	Pilgrim Services
Reports to:	Manager, Marketing and Communications
Status:	Seasonal / Full Time / Hourly

Overview

The Gates/Gift Shop Attendant, as a member of the Pilgrim Services team, is accountable for assisting the operations of the Shrine Gift Shop, Gates, and Front Office efficiently and profitability in a manner consistent with Catholic values and the vision and mission of Martyrs' Shrine.

The successful candidate will be available 37.5 hours a week, including evenings, weekends, and statutory holidays, for the duration of the operating season. A satisfactory criminal background check including vulnerable sector will also be required.

Responsibilities

1. Follows instructions from the Manager of Marketing and Communications 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 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, Front Office, and/or Gift Shop
12. Enters donation information into the database
13. Prepares and submits end-of-day deposit
14. Maintains required paper and audit trails
15. 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)

