



Position Title: Gates and Gift Shop Attendant

Status: Seasonal Contract, Full-Time, \$15.00/hour

Reports To: Communications Manager

Department: Pilgrim Services

Direct Reports: None

Job ID: 2022-119

Application Deadline: March 30, 2022

JOB SUMMARY

Martyrs' Shrine is a national holy and historic Roman Catholic site that welcomes over 100,000 pilgrims and visitors every year, serving people from across the world from all types of faiths, cultures and beliefs. This special site was once home to the holy Canadian Martyrs – sainted men who were some of the first to step foot in Canada and live among the Indigenous people. The site has been graced by Saint Pope John Paul II and dignitaries from around the world. The Shrine is a unique site that has helped to inspire and influence our nation as we know it today.

We are seeking Gate and Gift Shop Attendants who will provide an important role to the public by creating a welcoming and informative visitor experience for all, as well as aid in the daily operations of our gates and gift shop throughout our 2022 season.

As a member of the Pilgrim Services team, the Gates and Gift Shop Attendant will alternate days spent at the gate or the gift shop alongside the rest of the team. Our Pilgrim Services team make use of slower times to assist with other duties, as assigned and in a manner consistent with the Catholic values, vision and mission of Martyrs' Shrine.

The successful candidate will be available 37.5 hours per week, including weekends and statutory holidays. A satisfactory criminal background check including vulnerable sector will also be required.

ROLES AND RESPONSIBILITIES

Visitor and Guest Services

- Provide a friendly and welcoming environment as the first point of contact for visitors.
- Perform exceptional customer service – greet, direct and actively assist visitors with directions and information about Martyrs' Shrine and regional spiritual and tourism sites.
- Orient visitors to and encourage participation with on-site events and programming.
- Be sensitive and open to the spiritual journey that guests may have while visiting Martyrs' Shrine.
- Distribute Martyrs' Shrine materials, as necessary.
- Respond to emergencies in a professional manner.

Relationship Management/Partnership & Alliance Building

- Proactively communicates with Manager, Pilgrim Services team and the broader Martyrs' Shrine team, to support positive interdepartmental relations across the organization.
- Communicates effectively with various groups, vendors, and service providers, in a manner that is courteous, professional, and encourages fruitful relationships.
- Be aware of site-specific programming and lend assistance where possible.

Administrative and Financial Responsibility

- Assist with the management of retail and gate admission sales, including excellent cash-handling and ticket dispensing skills.
- Manage cash floats in a secure manner and conduct end-of-day reporting and deposits, as required.
- Maintain and monitors databases and advises on inventory needs for gift shop orders.
- Administer COVID-19 Screening protocols and track capacity, if necessary.
- Responsible for the opening and closing of your assigned venue in a timely and efficient manner.
- Ensures displays and work areas are maintained in an attractive way.
- Maintains equipment and work area in a safe working order, troubleshoots problems, and escalate them to the appropriate department as needed.
- Perform other duties as assigned.

Progressive Learning

- Builds an ongoing understanding of the Martyrs' Shrine story including the history of the Canadian Martyrs, first contact between Europeans and the Indigenous peoples, and the liturgical and ministerial traditions of the Roman Catholic church.
- Identifies opportunities for the continuous improvement of work processes and procedures, and contributes to team problem-solving and results-improvement initiatives.

COMPETENCIES AND QUALIFICATIONS

- Experience in front-line hospitality and public relations in an large-scale, event-based atmosphere.
- Comfortability working in and dealing with large crowds.
- Experience in retail sales.
- Excellent customer service and interpersonal skills.
- Ability to perform under pressure and adapt to changing and challenging work demands.
- Ability to demonstrate passion, dedication, and punctuality at all times.
- Knowledge of, and commitment to, workplace health and safety.
- Knowledge of the surrounding area, including tourism information, is considered an asset.
- Experience with Square Point-of-Sale system, considered an asset
- Bilingual (French/English) preferred; other language an asset
- Candidates must be fully vaccinated, have received current booster shots, and be willing to accept new boosters in a timely fashion, as provided by the government.

WORKING CONDITIONS

The standard work week is 37.5 hours. Regular weekend schedule, working all weekends from May to October, including statutory holidays. Required to have flexibility to meet the needs of the organization including last minute requests. Must be willing to work outside and able to fulfill the regular physical requirements of the position.

Physical Demands:

- Work is in full view of the public.
- Lifting boxes weighing up to 25lbs and carrying them up to 50 feet.
- Sitting and standing for long periods of time, walking long distances, sometimes uphill, and sometimes alongside moving traffic, on-site multiple times a day.
- Working from a ticket booth window engaged in cash-handling and ticket dispensing with vehicle passengers.
- Ability to see, read and identify products that may be on shelves or in boxes.
- Work involves data entry into the Point-of-Sale system, using a barcode scanner and touch-screen and/or computer system.
- Requires working both indoors and outdoors, for extended periods of time.
- Requires attention to detail, and focus, under high-stress circumstances with multiple distractions and interruptions.
- Ability to communicate, with clear speech and good hearing, using two-way radios.
- Ability to remain alert to by listening for, and watching for, safety hazards around you and others

As a condition of employment, must complete a criminal background check including vulnerable sector screening..

Role profiles are not intended to be an exhaustive list of all job aspects. Employees may be required to fulfill additional duties and responsibilities, as assigned.

Martyrs' Shrine is an equal opportunity employer and is committed to diversity and inclusiveness in all of our work. We work proactively to be fair and equitable in practice and welcome applications from all qualified individuals. We encourage those who identify as women, persons with disabilities, Indigenous persons, persons of colour, individuals of non-conforming gender and sexual orientations, and all groups protected by the Ontario Human Rights Code to apply. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to Martyrs' Shrine.

Martyrs' Shrine is located at 16163 Highway 12 West, Midland, ON. L4R 4K6

While we thank you for your interest, only those selected for interviews will be contacted.

Applicants must be legally entitled to work in Canada to be considered for employment.

Applications can be submitted through this online job board or by email at jobs@martyrs-shrine.com, quoting Job ID# 2022-119 in the subject line of your email.

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