

## CITY OF HAMILTON

**PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT**  
**(TOURISM AND CULTURE DIVISION – HOSPITALITY RETAIL - LOCATION – 610 YORK BLVD.)**

**GIFT SHOP CLERK (DUNDURN CASTLE) - CUPE 5167**

**SUMMARY OF DUTIES**

Reports to the Supervisor, Retail/Hospitality. Performs gift shop and clerical functions at Dundurn Castle.

**GENERAL DUTIES**

Sell merchandise and admission tickets.

Operate cash register, account for U.S. exchange rate, sales tax, process traveller's and other cheques.

Balance cash and complete bank deposit slips.

Open, close and maintain security of the gift shop.

Answer visitor inquiries in the shop.

Receive, unpack, check and price stock.

Take inventory.

Handle the return of damaged goods.

Assist with merchandise displays.

Receive goods, verify against invoice.

Recommend marketable items to be sold in shop.

Screen sales personnel;

Receive and answer routine inquiries.

Perform routine cleaning such as dusting shelves, sweep and mopping of floors.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

**QUALIFICATIONS**

1. Demonstrated retail experience related to the duties listed above.
2. Demonstrated experience operating a computer / retail software program (Legend) ~~and balancing cash.~~

3. Excellent customer service skills and the demonstrated ability to deal with a diverse client group in a courteous and tactful manner.
4. Previous experience working with figures, balancing cash transactions.
5. Demonstrated ability to match invoices.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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