

CITY OF HAMILTON

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT **(TOURISM AND CULTURE DIVISION – HERITAGE RESOURCE MANAGEMENT – LOCATION –** **VARIOUS)**

FACILITY ATTENDANT–VARIOUS LOCATIONS CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor Museum Operations, the Facility Attendant welcomes patrons and renters to the museums and facilities, oversees filming and ensures a high quality of customer service. They are responsible for the security of the sites during public usage and perform front line duties associated with the daily operation of the Hamilton Civic Museums.

GENERAL DUTIES

Sell merchandise and admission tickets.

Provide site orientation and respond to inquires about site services

Operate POS system, account for US exchange rate and process various tenders.

Balance cash and complete bank deposit slips.

Receive goods and verify against packing slip/invoice.

Receive, unpack, check and price stock and assist with inventory counts.

Handle the return of damaged goods.

Assist with merchandise displays.

Staff rental events and ensure that required documentation, such as Special Occasion Permit and Smart Serve certification is available and complete.

Assist with filming at all City owned museums, historic sites and heritage properties to ensure they run effectively and rules around proper use of grounds and facilities are adhered to; ensuring no damage to interior, exterior of grounds or property. Oversees film crews to make sure they adhere to the regulations as set out by the Film Agreement.

Open, close and secure facility using proper opening and closing procedures.

Operate the security system.

Receive and answer inquiries by telephone and in person.

Perform light cleaning as required such as dusting shelves, cleaning tables, vacuuming, sweeping and mopping floors.

Set up and take down equipment for programs, special events and/or rentals.

Inspect equipment and building and report deficiencies to supervisor.

Assist with the preparation of administrative forms and documents.
Attend enrichment sessions including the annual orientation and training days.

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.

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

QUALIFICATIONS

1. Previous experience related to duties listed above normally acquired through a combination of education and relevant work experience
2. Demonstrated ability to communicate with clients by telephone and in person with tact and patience.
3. Competency in interacting with diverse clients in a helpful and knowledgeable manner.
4. Previous experience with cash handling and operating a POS system
5. Physical strength and ability to set up and taken down tents, tables, chairs and equipment.
6. Demonstrated ability to work independently as well as part of a team.
7. Prepared to work flexible hours including evenings and weekends at various locations

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