

## CITY OF HAMILTON

### PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (TOURISM & CULTURE & RECREATION DIVISION - LOCATION - DUNDURN NATIONAL HISTORIC SITE)

#### GIFT SHOP CLERK (DUNDURN CASTLE) - CUPE 5167 (INSIDE WORKGROUP)

The Community Services Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

#### SUMMARY OF DUTIES

Report to the Supervisor, Gift Shop. Perform gift shop and clerical functions at Dundurn Castle.

#### GENERAL DUTIES

Sells merchandise and admission tickets.

Operates cash register, accounts for U.S. exchange rate, sales tax, processes travellers and other cheques.

Balances cash and completes bank deposit slips.

Opens, closes and maintains security of the gift shop.

Answers visitor inquiries in shop.

Receives, unpacks, checks and prices stock.

Takes inventory.

Handles the return of damaged goods.

Assists with merchandise displays.

Receives goods, verifies against invoice.

Recommends marketable items to be sold in shop.

Screens sales personnel; schedules appointments.

Receives and answers routine inquiries.

Performs routine cleaning such as dusting shelves and vacuuming.

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

**QUALIFICATIONS**

1. Demonstrated experience related to the duties listed above.
2. Must have the ability to relate well with the public in a courteous and tactful manner.
3. Demonstrated ability to operate cash register and balance cash.
4. Demonstrated ability to match invoices.
5. Previous experience working with figures and balance cash transactions.