

## CITY OF HAMILTON

### PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (TOURISM & CULTURE DIVISION – HERITAGE & RESOURCE MANAGEMENT – LOCATION – VARIOUS LOCATIONS

#### RETAIL COORDINATOR – CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Supervisor Museum Operations, this position is responsible for assisting with the museum gift shops and online retail operations working primarily out of Dundurn Castle Giftshop.

#### GENERAL DUTIES

Assist with daily operation of the gift shops under the direction of Supervisor Museum Operations by ensuring store merchandise is appropriate to an Historic Site which caters to a very diversified and specialized audience.

Greet and assist customers. Attend to customers in a courteous and tactful manner by responding to enquiries and providing general information on directions, accommodations and other services to visitors.

Assist with preparing merchandise orders and sourcing new product, including vendor relations. Contribute to product development and design. Assist with maintaining budget and expenses.

Assist with the operation of the online retail store; photographing, writing descriptors, updating and maintaining the retail platform and order fulfillment.

Set up and arrange displays in an attractive manner using merchandising techniques to promote sales.

Maintain ongoing inventory of stock and current sales. Input new inventory, maintain and monitor stock levels to advise when product replenishment is needed. Keep POS up to date with current product.

Assist with organizing year end inventory counts for finance.

Assist with training new staff on POS and retail.

Complete transactions for merchandise and admission tickets.

Balance cash, ensure adequate float, prepare deposits and open and close facility including setting alarm system as required.

Attend gift shows, warehouses and exhibits as required.

Report operational and building deficiencies to supervisor. Make appropriate arrangements for minor deficiencies.

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

#### QUALIFICATIONS

1. Demonstrated inventory control, product development and merchandising experience.
2. Experience with computerized inventory control and POS systems. Knowledge of Legend considered an asset.
3. Previous retail experience related to duties listed above normally acquired through a combination of education and/ or relevant work experience.
4. Previous demonstrated experience working with figures, balancing cash transactions.
5. Ability to organize and prioritize multiple tasks/assignment in order to meet deadlines.

- 6. Ability to work independently with minimal supervision and closely with other team members.
- 7. Excellent interpersonal and communication skills. Well developed interpersonal, verbal and written communication skills are required.
- 8. Must possess maturity, initiative, good judgement and the ability to provide guidance and take leadership on projects when necessary.
- 9. Must possess a Class "G" Driver's Licence valid in the Province of Ontario.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

**NOTE:**

This position may be required to work nights and weekends, as well as staggered work hours to meet operational needs.

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

\*\*\*\*\*