



## Retail Staff & Concession Stand Coordinator

Full Time Work – 30 weeks for 40 hours a week starting as soon as possible.

### Languages:

English (French considered an asset)

### Description:

It is the responsibility of the Retail Staff to operate the Gift Shop with the objectives of; providing a unique and quality Celtic product to visitors and customers. Works closely with their supervisor to ensure the Gift Shop meets its potential by maintaining the budgeted sales and profit margin.

On show performance nights, a concession stand is operated that offers a selection of cold beverages, popcorn, strawberry shortcakes and snacks. Manage and maintain the appropriate inventory for the concession stand.

### **SPECIFIC RESPONSIBILITIES:**

#### **Gift Shop**

1. Develop ideas, methods and a plan to increase sales and profit margins on products offered for sale. Ensure that the budgeted sales and margin contributions are met on a monthly, quarterly and annual basis.
2. Source quality suppliers, meet with suppliers if feasible and order merchandise for the Gift Shop as required, and as purchases are budgeted and authorized. Receive all merchandise and ensure proper display or storage.
3. Meet with suppliers wishing to display their product at the Gift Shop, set up their supplier account and follow up on its status every six months.
4. Be knowledgeable about Highland Dress outfits in order to be able to aid customers with general questions, measuring and ordering of the requested merchandise
5. Interact with the general public visiting The College and/or the Gift Shop on a daily basis and offer excellent customer service. Deal with any customer relations problem encountered by staff.
6. Respond to calls from customers inquiring about merchandise and sell the merchandise, taking the mail orders, processing and mailing of the product.
7. Work with the Supervisor to ensure that invoices that pertain to the Gift Shop are posted to their proper accounts and, review consignment accounts and required payments to consignment suppliers.
8. Meet with the supervisor biweekly to review Gift Shop receivables and inventory
9. Assist in the Box-office function during the summer, creating reservation forms, reviewing discounts for the Visitor Guide coupon books and entering all tickets into the Point of sale system.
10. On show performance nights, a concession stand is operated that offers a selection of cold beverages, hot dogs, strawberry shortcakes and snacks.
11. Arrange for volunteers for each night – coordinating a schedule
12. Manage and maintain the appropriate inventory for the concession stand

### Education

High School diploma required and some university considered an asset. We will accept anyone looking for a challenging position under direction of a supervisor.

### Skill

- Good computer skills including skills with Web site and internet functions.
- Excellent interpersonal skills and customer service skills

### **WHO IS ELIGIBLE TO PARTICIPATE?**

You must be legally authorized to work in Canada (Canadian citizen or permanent resident);

- You must have a current claim for Employment Insurance benefits; or
- You must have a previous EI claim whose benefit period ended within the previous 60 months; or
- an unemployed person who paid, in at least 5 of the last 10 years, employee's premiums that did not entitle the person to a refund (i.e. If the person made less than \$2,000 in earnings in a year, any EI premiums that they would have paid would be reimbursed);

\*\*\*please note that the hours gained from this advertised position are not EI insurable hours.

**Deadline: Wednesday, May 6<sup>th</sup>. If interested, please send your resume and cover letter to [info@collegeofpiping.com](mailto:info@collegeofpiping.com)**