

# Job Description

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**Position:** Retail Sales/stocking Associate

**Department:** Finance

**Reports to:** Retail Administration Specialist

**Rate:** Minimum Wage-seasonal

## Position Requirements:

The Retail Sales/stocking Associate is responsible for the upkeep and inventory of the Grizzly Giftshop. The retail sales associate is responsible for stocking the shelves, communicating with the team, assisting with the layout plan of the giftshop, organization of the inventory room and exceptional customer service for guests' satisfaction.

## Key Responsibilities:

- Manage transactions with customers using a POS (Point of sale terminal) by processing cash and credit card transactions.
  - Enters information into POS System
  - Issues receipts, refunds, exchange of products
  - Redeem stamps and coupons.
- Upkeep of the Grizzly Giftshop and Dino Den, including full stock on the shelves and additional stock drawers, and price tags are accurate and clear.
- Reconcile new orders when arrive onsite and organize backstock in inventory room.
- Assisting with Inventory control for giftshop products – update quantities when new stock arrives, reconcile inventory on hand and damaged products
- Assisting with ordering new merchandise for the Giftshops
- Fulfilling and shipping online orders
- Understand POS system
- Answer phones and emails
- Miscellaneous tasks directed from manager and supervisors.
- Understands, accepts, and follows Greater Vancouver Zoo Policies and Procedures including Emergency Procedures.

## Qualifications:

- Proficient knowledge on Microsoft Office (Word, Excel, etc.)
- Proficient knowledge with basic technology
- Knowledgeable with POS stations
- Knowledgeable with inventory control
- Retail experience is an asset
- Demonstrates excellent time management skills, including flexibility, creativity, and responsibility in using time.

*The above listed tasks are the responsibilities of the Retail Sales Associate employed by the GVZoo. The Retail Sales Associate is not limited to the tasks listed above and may be required to perform additional tasks as assigned by Management.*

This is a seasonal contract, part-time position.

Send Resume to: [hr@gvzoo.com](mailto:hr@gvzoo.com)

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