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Position Summary – Visitor Centre Retail Manager

The Visitor Centre Retail Manager is responsible for supervising the retail space at the Hope Visitor Centre. In addition to their duties as a Tourism Visitor Information Counsellor, the Retail Supervisor will be responsible for ordering stock, updating inventory, and scheduling and executing inventory reports.

The position is for 20 hours/week up to 1100 hours annual

Compensation: \$12.65/hour for a period of 90 days, including extended health and dental.

\$13/hour, including extended health and dental, upon successful review.

Responsibilities

- Create a retail plan in cooperation with the Operations Manager
- Order and receive stock and brochures, verify invoices and billing and resolve errors and discrepancies
- Manage Hope Visitor Guide orders
- Schedule and execute quarterly (partial) and year-end (full) inventory
- Merchandising in the Visitor Centre gift shop area
- Oversee, coordinate, and perform computerized cash register sales transactions and cash management
- Monitor sales, resolve discrepancies; prepare, reconcile, and record cash receipts for deposit, and prepare sales reports
- Provide accurate information to visitors regarding a wide range of tourism services and products via mail, phone, email, and in person
- Promote advertising opportunities on site or online through the Hope Visitor Centre
- Facilitate Customer Service Skills Training as directed by the Executive Director or Operations Manager
- Communicate with industry partners as needed regarding tourism events and/or updates from the Hope Visitor Centre
- Gather and record statistical information related to each visitor party
- Perform other administrative tasks as required