



Harrison Hot Springs Resort is currently recruiting for the position of **Head Retail Clerk**.

About our company:

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

POSITION SUMMARY:

The Head Retail Clerk is responsible for merchandise and retail product control; receiving incoming shipments, assisting with inventory preparation, pricing, stocking and storeroom coordination plus providing customer service and sales.

Position includes evening and weekend hours. The shift schedule will be determined by the Finance and Accounting Manager and as required by the needs of the organization and will include weekends, holidays, and evenings.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Review incoming merchandise with purchase orders for shipment accuracy. Price, label and prep merchandise according to purchase orders. Ensure that new merchandise is put on new merchandise shelves or taken to the store. Organize and maintain inventory of all stock stored warehoused in shipping/receiving areas; organize and categorize overstock.
- Merchandise and Inventory Control.
- Preparation of all Purchase Orders for all vendors.
- Assist with annual physical inventory procedures.

- Notes inter-departmental retail inventory transfers, miscounted, damaged or missing items and notifies the Finance and Accounting Manager
- Is familiar with restocking the Retail Store, including creating visual displays of retail items.
- Under the direction of the Finance and Accounting Manager, establishes, models, and implements customer service protocols.
- Perform sales transactions, both cash and credit, assisting the customer with item selections, bagging, wrapping, and payment.
- Work on the sales floor and cash register as needed.
- Assist in keeping the back room and storage trailers neat and accessible.
- Assist with and performs office functions such as data entry, clerical support, and office coordination.
- Keep office and register wrap supplies stocked (bags, pens, postcards, etc.).
- Help maintain a neat and clean appearance of the Retail Store.
- May be called upon to open the cash register at the beginning of the day and reconcile the end-of-day cash/computer.
- Micros Cash register, credit card processing machine, phone, calculator, copier/scanner, computer, printer, handheld (two-way) radio, etc.
- This position requires working in the Retail Store, stockroom. It includes making public interaction, some noise, and various other distractions throughout the Resort.
- This position requires the ability to carry out daily physical work such as moving merchandise and lifting and carrying possibly up to 30 pounds. It also requires the ability to walk, kneel, bend, stoop, sit, crouch, and stand for extended periods.
- May be some stress resulting from daily guest interactions (internal and external), budgetary, and time constraints.
- Performs other related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

- One year of cash handling and customer service experience preferred.
- One year supervisory experience preferred.
- Must be able to operate a cash register, handle simple calculations, and money transactions (i.e. cash, debit, credit) via a computer point of sale system.
- Familiarity with Micros POS highly desirable.
- Must demonstrate excellent communication skills, an enthusiasm for selling, and an enjoyment for working with customers in a retail setting.
- Excellent suggestive selling techniques.
- Good working knowledge of computers (i.e. Word, Excel, Email) and familiarity with general office equipment.
- Must have an outgoing personality and be a quick learner to be able to assist the public with merchandise and answer questions about Harrison Hot Springs Resort.
- Must be self-motivated, have a high degree of integrity, honesty, and a strong work ethic.

- Must be available to work evening, weekends, and holidays.
- May be some travel required.
- Flexible to a changing schedule.
- Being multi lingual is an asset.

Interested, qualified candidates are invited to submit their resume and cover letter to hshr@harrisonresort.com or facsimile at 604-796-4712.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at HarrisonResort.com.

- **ONLY APPLICANTS LEGALLY ELIGIBLE TO WORK IN CANADA WILL BE CONSIDERED.**
- **FOREIGN APPLICANTS MUST INCLUDE A COPY OF THEIR CANADIAN WORK PERMIT FOR THEIR APPLICATION TO BE CONSIDERED.**