



## TICKET & RETAIL STORE ASSOCIATE

**Reports To:** Director of Ticketing & Merchandise Manager

**Based at:** Budweiser Gardens

**Status:** Part-Time, Hourly

**Hours:** Monday to Friday 10:00am to 2:00pm

### Overview

Reporting to the Director of Ticketing and the Merchandise Manager, the Associate is responsible for serving customers at the highest level as well as ensuring the quality of day-to-day operations within the Aluminum Associates London Knights Armoury

### Key Responsibilities/Accountabilities

- Open, approachable, and outgoing attitude when greeting and interacting with customers
- Assist patrons with merchandise and ticket purchases
- Provide friendly and informed response to inquiries, both in-person and over the phone
- Learn and operate Paciolan Ticketing System Part-Time
- Ensure merchandise is neat and attractively displayed
- Stock and re-stock shelves; count inventory
- Ensure cleanliness of store at all times
- Perform opening and closing duties as needed
- Operate POS cash register; handle cash accurately and provide change
- Keep work area and equipment clean and organized
- Operate manual heat press machinery to fulfill customer & team needs
- Perform other administrative or service functions as required

### Qualifications

- Excellent interpersonal, communication, and customer service skills
- Organized and motivated
- Ability to handle multiple tasks and work in a fast-paced and detail-oriented environment
- Willingness to go beyond comfort zone to ensure organizational goals are met
- Openness to learn and develop new skills
- Previous experience in a retail sales/cash handling/customer service environment
- Proficient with technology
- Flexibility to work beyond scheduled shift is an asset, but not a must

**We would like to thank all that apply. Please note that only those selected for an interview will be contacted.**