LEGISLATIVE ASSEMBLY OFFICE
JOB PROFILE

Visitor, Ceremonial and Security Services
Retail Associate

The goal of Visitor Services is to increase public awareness of the Legislative Assembly within Alberta’s democratic parliamentary system through information and outreach programs.

The Retail Associate plays a significant role in the day-to-day functionality of the Alberta Branded retail store. With a focus on client service, the Retail Associate has responsibility for processing transactions, sharing product information with clients, assisting with displays and inventory management.

Visitor, Ceremonial and Security Services (VCSS) operates in accordance with Legislative Assembly Office (LAO) policies and procedures, the Legislative Assembly Act, Standing Orders, and direction from the Speaker, the Members’ Services Committee, and the Clerk.

Responsibilities

1. Ensure a positive experience for Alberta Branded clients.
   Activities:
   • as a front-line representative of the Legislative Assembly, ensure professional and friendly interactions with visitors and corporate clients
   • deliver accurate information about the Legislature site to clients to enhance their visit
   • promote Visitor Services programming, including information about tours, events, exhibits and programs
   • provide accurate tourism information and referrals to information sources for clients
   • maintain a high level of product knowledge to share information and product enhancements and alternatives
   • assist clients with inquiries while balancing soft sales techniques to meet sales targets
   • utilize decorum when handling client issues, referring non-routine situations to senior retail staff

2. Follow the operating procedures and guidelines when conducting retail transactions.
   Activities:
   • accurately process Alberta Branded transactions utilizing the computerized point-of-sales software, credit card and debit machines
   • ensure that daily deposits and transactions are balanced and the float is reconciled each day, bringing discrepancies to the attention of senior retail staff
   • troubleshoot and liaise with senior retail staff or ITS, if directed, to resolve problems and resume system functioning in the event of a problem with the point-of-sales software
   • understand the purchase order process and assist in accurately processing the orders
   • ensure customer records are accurately filed and stored
3. Support the inventory management process.
   **Activities:**
   - maintain store displays, cleanliness and general order within the retail environment
   - monitoring stock levels in the store to identify replenishment requirements
   - report loss or damage of inventory items to senior retail staff
   - assist with receiving stock
   - ensure that inventory items in storage are well organized and safely accessible
   - participate in manual inventory counts
   - note inventory related items that clients suggest as potential new stock

4. Provide support to Visitor Services in accordance with LAO and branch policies and procedures.
   **Activities:**
   - assist in the organization and delivery of events, acting as a representative of VCSS and the LAO
   - adhere to LAO protocol
   - assist in the coordination of projects or initiatives involving or directed through Visitor Services

5. Support the overall operations of the LAO in order to meet the goals and objectives of the LAO in the provision of support to the Legislature.
   **Activities:**
   - contribute as an active team member to LAO initiatives, which may include supporting the Clerk, Speaker and ceremonial and conference functions
   - participate in planning, implementation and monitoring of services required to ensure a smooth transition from Legislature to Legislature, which includes assisting new members and staff during pre- and post-election activities
   - demonstrate commitment to workplace health and safety by following safe work practices and reporting work related accidents and hazards immediately

**Scope**

- services impact the general public as well as MLAs, constituency and caucus offices, the Office of the Speaker, the Office of the Clerk, management and staff of the Legislative Assembly
- assists in the daily operation of Alberta Branded in addition to providing administrative and special event support
- position works with independence within standard procedures, making decisions within established criteria and organizing own work
- decisions that fall outside guidelines or that could affect the Speaker or the LAO as a whole are referred to the Manager – Visitor Services and Supervisor, Retail Services
- liaises with MLA offices, government departments, the business community and the general public
- utilizes sensitivity and tact while interacting with all clients, internal and external
- services provided impact the efficient operation of the branch and reflect on the LAO’s nonpartisan role
• position may require lifting and other physical activity

Knowledge, Skills and Abilities

• strong public relations skills, in particular strong verbal and written communication skills
• ability to build relations with clients and staff
• experience in a retail environment with demonstrated effectiveness in providing high level customer service, merchandising and the utilization of technology for inventory management
• Knowledge of Alberta fine craft and art
• ability to project a professional and efficient nonpartisan attitude in interactions with internal and external clients and a strong commitment to client service
• familiarization with and comfort utilizing sales techniques
• outstanding time-management and organizational abilities with dedicated attention to detail
• sound use of judgment supported by tact, diplomacy, excellent analytical and problem solving skills
• ability to work within a team environment as well as independently to support the goals of the branch
• full working knowledge of the goals, objectives, policies, procedures and protocol of the LAO
• flexibility to work day, evening, weekend and statutory holiday shifts as hours of work may vary
• operates as part of a nonpartisan entity in a dynamic political environment