

Job Title	Gift Shop Assistant	Classification	Grid Level 9
Department	Parliamentary Education Office	Date Updated	August 2026
Reports to	Gift Shop Coordinator		

PROGRAM AND STRUCTURE

Legislative Assembly staff provide non-partisan services to the institution of Parliament and its elected members in the areas of procedural advice, administrative support and information services. The Legislative Assembly operates under the authority of the *Constitution Act* and the *Legislative Assembly Management Committee Act*. The Legislative Assembly is an autonomous employer, separate from the BC Public Service and the administrative framework of government ministries and agencies.

DEPARTMENT SUMMARY

The Parliamentary Education Office (PEO) provides Members, students and educators, and the public with parliamentary education and outreach services and resources. The department manages educational programs, including the B.C. Legislative Internship Program and the B.C. Teachers' Institute on Parliamentary Democracy. The department also houses the Parliamentary Tour Program and the Parliamentary Gift Shop and delivers programs and tools to promote understanding of the work of the Legislative Assembly, the role of Members, parliamentary democracy, and the history and significance of the Parliament Buildings. PEO oversees precinct use requests and provides event coordination support to Members and staff.

JOB SUMMARY

Reporting to the Gift Shop Coordinator, the Gift Shop Assistant supports the day-to-day operations of the Gift Shop by assisting with purchasing, sales, customer service, merchandising, and inventory management. The role also supports the delivery of the MLA Educational Resources program. In the absence of the Gift Shop Coordinator, the incumbent assumes responsibility for Gift Shop operations and the administration of MLA Educational Resources, ensuring the effective and continuous delivery of services, including during weekends in the summer months.

KEY RESPONSIBILITIES

- Provide exceptional customer service by assisting visitors, responding to inquiries, and representing the Parliamentary Education Office and Legislative Assembly.
- Process sales transactions, including cash, debit, credit, vouchers, refunds, exchanges, and receipt issuance.
- Maintain and operate the point-of-sale (POS) system, ensuring accurate sales and transaction records.
- Prepare invoices, journal vouchers, deposits, and cash reconciliations, and monitor outstanding payments.
- Complete daily, bi-weekly, and monthly financial reporting, including cash-outs, bank submissions, and sales reports.

- Receive, inspect, and reconcile inventory shipments, ensuring accuracy and quality control.
- Monitor inventory levels, replenish stock, and coordinate inventory counts and restocking activities.
- Create and maintain product displays, price tags, promotional materials, and digital promotional content.
- Coordinate MLA Educational Resources requests, including order fulfillment, shipping, and customer support.
- Support the operation of the online gift shop, including processing purchases, sales, and inventory transactions.
- Resolve customer concerns and escalate issues to the supervisor as appropriate.
- Provide reports, data, and operational support to the Gift Shop Coordinator as required.
- Assist with branch-wide events, special visits, and public engagement activities.
- Assume responsibility for Gift Shop and MLA Educational Resources operations in the absence of the Gift Shop Coordinator, including weekend coverage during summer months and other duties within the scope of the role.

ORGANIZATION STRUCTURE

Clerk of the Legislative Assembly of BC
 Deputy Clerk of the Legislative Assembly BC
 Director of Parliamentary Education Office
 Gift Shop Coordinator
Gift Shop Assistant

SELECTION CRITERIA

EDUCATION, TRAINING & EXPERIENCE

- Completion of Grade 12 (or equivalent) and a minimum of one year of retail and customer service experience.
- Demonstrated knowledge of retail operations, including point-of-sale (POS) transactions, inventory management, visual merchandising, and maintaining store standards.
- Post-secondary education in business, retail management, hospitality, marketing, communications, or a related field is preferred.
- Three or more years of retail and customer service experience is considered an asset.

KNOWLEDGE, SKILLS & ABILITIES

- Excellent verbal and written communication skills, with the ability to effectively interact with visitors, vendors, clients, elected officials, and internal stakeholders.
- Demonstrated cultural awareness, sensitivity, and respect when working with individuals from diverse backgrounds and communities.
- Strong organizational skills with the ability to manage competing priorities, maintain accurate records, and meet deadlines.
- Proficiency in point-of-sale (POS) systems and cash-handling procedures.
- Strong customer service, conflict resolution, and problem-solving skills, with the ability to address concerns professionally and effectively.
- Ability to communicate with tact, diplomacy, and discretion in a courteous, non-partisan manner.
- Ability to build and maintain positive working relationships with Members of the Legislative Assembly, their staff, colleagues, and external partners.

- Ability to assess inquiries and determine appropriate responses, referrals, or actions in accordance with established policies and procedures.
- Demonstrated attention to detail and ability to process, track, and maintain records and information accurately, efficiently, and confidentially.
- Ability to work independently and collaboratively in a fast-paced, customer-focused environment.