

# R A B Y

## Visitor Services assistant

### Job Description

<b>Job Title:</b>	Visitors Services Assistant
<b>Responsible to:</b>	General Manager RCPG
<b>Liaising with:</b>	Leisure and Tourism team
<b>Working Hours:</b>	Annualised

### THE ROLE

#### Key Responsibilities

- Delivery of exceptional customer service ensuring that visitors receive a positive, friendly and warm welcome.
- Selling of tickets, memberships, additional products and upcoming events.
- Offering genuine, knowledgeable information relating to the visitor attraction and wider estate
- Cash Handling, use of Epos till system and running end of day reports
- Assisting other Leisure and Tourism departments during events
- Engaging with Schools and Group visits, providing any literature required

This list is not exhaustive, and you will be expected to carry out any other reasonable tasks as required.

#### The Requirements:

- Great communicator. Able to provide information effectively and clearly
- An outgoing, helpful and friendly personality
- Previous experience of cash handling and use of an EPOS system
- Confident in engaging with members of the public
- Sales focused and knowledgeable about all aspects of the attraction
- Availability to work weekends and holiday periods is essential
- Flexible attitude with willingness to undertake any task required