Role Profile

|  |  |
| --- | --- |
| **Job title:** | Visitor Experience Assistant |
| **Reports to:** | Visitor Experience Team Leader  |
| **Date prepared:** | August 2018 |

PURPOSE

Providing a first-class sales and customer service experience to all visitors at RZSS Edinburgh Zoo and by providing information and assistance and ensuring an environment that is engaging and well maintained.

RESPONSIBILITIES

* Provide first-class customer service by maintaining a positive, welcoming environment, proactive and helpful attitude to all visitors, meeting or exceeding our Visitor Service Standards.
* Operate admissions, access systems and park vehicles efficiently and effectively to provide the best service and to agreed health and safety standards and ensure areas are organised, clean and tidy.
* Operate the cash floats efficiently and assist with the counting and recording of monies to agreed standards.
* To act as a public facing representative of RZSS in accordance with the Society’s core values.
* Take responsibility for selling tickets and cash handling.
* Respond to unexpected situations in a professional manner and seek advice and support from line manager when required.
* Act as a responsible driver for on-site visitor transport on a rostered basis.
* Ensure all front of house areas (car park, members gate, vehicle gate) are maintained to the highest standard, ensuring tickets, leaflets and information are regularly replenished, all areas are clean and clear, all posters and signs are presented as directed.
* Occasionally provide assistance in other operational areas including events, admissions and retail.
* Building on previous experience share ideas and suggestions to enhance the visitor experience, improve accessibility, and minimise the operational impact on the environment.
* Ensure compliance with RZSS’s policies, procedures and guidelines, together with all relevant regulatory and statutory requirements.
* Engage with the Society’s appraisal system, and demonstrate commitment to our values, behaviours and your continuous personal development.
* Perform other reasonable duties and projects for RZSS as directed by your Manager.

KNOWLEDGE, SKILLS AND EXPERIENCE

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **KNOWLEDGE** |
| Good achievement in standard grades (or equivalent), including English and Mathematics. | √ |  |
| Valid driving license (with at least 1 year’s driving experience). | √ |  |

|  |
| --- |
| **SKILLS** |
| Accurate numerical reasoning skills and attention to detail. | √ |  |
| Engaging customers empathetically to provide information, sell tickets and deal with queries. | √ |  |
| Use of electronic booking systems/cash till systems |  | √ |
| **EXPERIENCE** |
| Providing first-class customer care and service, including dealing with customer queries. | √ |  |
| Working within a visitor attraction/customer service environment. |  | √ |

BEHAVIOURAL COMPETENCIES

|  |  |  |  |
| --- | --- | --- | --- |
| **Competency** | **Level** | **Essential** | **Desirable** |
| Planning & Organising | Plan ahead, organise your work, take into account the potential for change. | √ |  |
| Finding Solutions | Use your initiative to resolve problems and find solutions within your work. | √ |  |
| Delivering Services & Experience | Perform your role to the best of your ability with enthusiasm and a positive approach. | √ |  |
| Understanding Others | Listen to and understand the needs of colleagues and stakeholders. | √ |  |
| Communicating | Comfortable initiating dialogue with people; communicate with care to ensure your message is understood. | √ |  |
| Embrace Change | Take the initiative to make improvements to the way you do your role. | √ |  |
| Gathering Information | Gather and analyse information relevant to the tasks in your role. | √ |  |