

**Job Description: Visitor Experience Receptionist**

**Full & Part Time, Seasonal**

Killruddery, the world-renowned gardens, and house. Set in 840 acres of beautiful landscape cared for and lived in by the same family for 400 years. Living history on Dublin's doorstep.

**KEEL MISSION:**

That every visitor leaves Killruddery, with a sense of belonging, having fostered a love and appreciation for space, through an activity that is sustainable for its structure and the environment. A dedicated professional team offers high quality service and experiences to local, national and international communities

**ROLE SUMMARY**

To generate income through ticket sales and positively promoting Killruddery's Membership and programme of events while maintaining a consistent, on-brand, premium experience for guests and members in a friendly and relaxed environment. To work as part of a customer facing team, providing a friendly and helpful welcome on behalf of the company. To contribute to the administration of the Membership and other day to day paperwork required for your department.

**ROLE RESPONSIBILITIES:**

- Greet visitors in a friendly & engaging way.
- Have knowledge of the layout and history of Killruddery so that you can answer questions comprehensively
- Selling tickets for public events, memberships, day tickets for the garden and house tours
- Record event ticket sales accurately and appropriately through systems provided.
- Issue membership cards and dealing with the paperwork appropriately and efficiently as per Sop's
- Be competent in our ticketing system Rezgo to process tickets for garden visits, events, and house tours purchased online.
- Communicate with visitors and members of our public events calendar.

- Make sure customers are aware of water features and garden guidelines that need to be followed.
- Assist shoppers with goods or products they are looking for.
- Responsible for cash and card payments and making sure till balances at the end of the day.
- Responsible for re-stocking shelves with merchandise as per agreed specifications and par stock levels
- Keep store clean and tidy, this will include the public toilets at shop.
- Deal with any customer complaints in a helpful manner and passing upwards if necessary to gain speedy and satisfactory resolution
- Report to the manager on duty daily with any feedback from customers.
- Make sure the shop is locked up at the end of the day

### **Other responsibilities**

In conjunction with your Line Manager to continuously develop the role to ensure that all tasks are being undertaken in an effective and the appropriate manner which meets the aims and objectives of the company.

To participate in internal/external meetings as required, and attend training events as necessary.

To participate in regular work reviews and annual appraisal, and help in identifying your own job-related development and training needs.

To ensure that all Killruddery policies and procedures are being adhered to, particularly those relating to Health and Safety, Human Resources & Operations.

To at all times undertake your role in a professional manner maintaining a high-quality standard of work, and to always work in accordance with the vision and ethos of the company.

### **QUALIFICATIONS/EXPERIENCE**

Completed secondary level education

Training in hospitality/retail management

1/2 years in a similar customer interfacing role in hospitality/retail

### **Competencies (Behaviour & Attributes):**

Be friendly & engaging, be helpful & polite, comfortable working with large crowds and the public, be physically fit, be able to multi task and problem solve, be adaptable & flexible.

To be calm under pressure have good I.T skills and have a proving willingness and ability to learn.

