



Job Description - Visitor Services Assistant

GPO Witness History

Role Purpose:

The Visitor Services Assistant role includes a wide range of responsibilities which vary based on the designated area of work each day. The role reports to the General Manager.

The role includes a key focus on Guided Tours, Admissions, Retail and other duties as directed. The candidate must have the ability and interest in delivering tours for school groups and adult groups, tours must be factual and informative on all aspects of the exhibition content and delivered in an interesting and entertaining way. Fluency in Irish is a distinct advantage.

The suitable candidate will have the ability and demonstrate initiative to create their own tour and be involved in generating ideas for upcoming events..

As outlined above, this role requires flexibility in being able to cover and/or alternate to positions when necessary and will be determined by the General Manager. The position involves working rostered duties, weekends and Public Holidays. The rate of pay for this position is €12 per hour.

The Role:

Roles & Responsibilities including and not limited to:

- The candidate must have the ability and interest in delivering tours for school groups and adult groups
 - Liaise with other team members to ensure the smooth operation of tours and other groups
 - Ensure that visitors on tours stay in the group and deal with any issues in a calm and sensitive manner
 - Adapt the delivery of the script to accommodate certain groups (eg schools) and keeping to the correct content as agreed
 - Provide an efficient, informative and courteous level of service to customers and clients to the visitor centre
 - Handling cash and credit cards and other duties relevant to retail when working in that space which include and are not limited to promoting the retail products, merchandising, replenishing of stock
 - Ensure correct procedures regarding customer service, safety etc., are adhered to
 - Responsible for keeping the area clean and presentable at all times
 - Responsible for carrying out the daily tasks as communicated and outlined in checklist
 - Position will involve work across a variety of areas and covering during breaks
 - Report any issues or complaints to General Manager
 - Assist visitors with general enquiries or practical help and alert others when help needed eg first aid etc
- To work with fellow colleagues as part of a team and assist them if needed



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Essential Requirements:

- Experience working in a customer facing / tour guide role
- Excellent customer service and interpersonal skills
- Ability to interact with both domestic & international visitors
- A passion & interest in history with knowledge specific to modern Irish history
- Ability to work under pressure
- Good administration skills- email & MS Office experience
- Experience working as part of a team and independently on own initiative
- Applicants will be obliged to complete Garda Vetting.

Applicants will be obliged to complete Garda Vetting.
The closing date for applications is Thursday, July 18th by 5pm.

Interested candidates should submit CV and letter of application by email to:
Arantxa Colome, General Manager
GPO Witness History by email at Arantxa.colome@shannonheritage.com