

JOB DESCRIPTION

TOUR GUIDE – VISITOR EXPERIENCE AMBASSADOR **FIXED TERM CONTRACT**

GPO Witness History is recruiting a passionate, energetic and engaging Tour Guide to be an ambassador for our experience. The successful candidate will be dynamic with the ability to deliver a range of tours both virtually and in person which are accessible to a variety of audiences. The role reports to the General Manager.

The successful candidate will be a remarkable brand ambassador with an exceptional and adept knowledge of modern Irish history. The individual is required to immerse themselves in the unique content of the exhibition and provide the highest level of customer service. Fluency in Irish is a distinct advantage.

This role requires flexibility and willingness to prepare for all tour elements working across different parts of the experience while also ensuring exceptional standards. The position involves working rostered duties, weekends and Public Holidays. The rate of pay for this position is €12 per hour.

Roles & Responsibilities including and not limited to:

- The candidate must have a proven track record in delivering tours for school groups and adult groups
- Adapt the delivery of the script to accommodate certain groups (e.g. schools) and keeping to the correct content as agreed
- Ability to control and manage groups throughout the experience while handling any challenges in a calm and professional manner
- Responsible for handling telephone and email enquiries in a friendly and efficient manner
- Proactive daily engagement with visitors of all ages and abilities
- Assist with correspondence related to the visitor experience and other programs
- Develop and deliver new tours, programs and other product offerings for a variety of visitors
- Liaise with other team members to ensure the smooth operation of tours and other groups
- Provide an efficient, informative and courteous level of service to customers and clients to the Museum
- Compose and edit content for promotional materials and social media engagement
- Handling cash and credit cards and other duties relevant to admissions and retail when working in that space; which include and are not limited to promoting the retail products, merchandising, replenishing of stock
- Processing of admissions, vouchers and passes at Admissions and upselling of products in the gift shop
- Ensure correct procedures regarding customer service, safety etc. are adhered to
- Report any issues or complaints to General Manager
- Assist visitors with general enquiries or practical help and alert others when help needed e.g. first aid etc.
- Daily opening and closing procedures including cash handling
- Responsible for team on a rotation basis when the manager and senior staff members are not present

Skills & Experience

- A minimum Bachelor of Arts Degree preferably in history or related topic that develops an appreciation for the subject matter within the Museum.
- A passion & interest in history with knowledge specific to modern Irish history from 1900 to present
- Min 1 years working in a customer facing tour guide role
- Demonstrate a record of success in delivering tours to a very high standard through testimonials such as Trip Advisor or direct feedback from customers.
- Excellent communication, customer service and interpersonal skills
- Ability to interact with both domestic & international visitors
- Ability to work under pressure
- Good administration skills – email, MS Office and graphic design skills
- Experience working as part of a team and independently on own initiative

**Applicants will be obliged to complete Garda Vetting.
The closing date for applications is Tuesday, June 15th at 5:00pm.**

**Interested candidates should submit CV and letter of application by email to:
Aline FitzGerald, General Manager
GPO Museum by email at fitzgeralda@shannonheritage.com**