

## Job Description

**Job Title:** Customer Service Assistant

**Job Role:** To work as a Customer Service Assistant at Torquay's Dinosaur World ensuring efficient and effective operation and excellent customer service

**Job Venue:** Torquay's Dinosaur World, Torquay

**Job Contract:** Casual contract. Please note that there is no guarantee of set hours per week. Candidates must be able to work 3-4 days over our Easter promotion from Saturday 6<sup>th</sup> April to Sunday 28<sup>th</sup> April and during May half term from Saturday 25<sup>th</sup> to Sunday 2<sup>nd</sup> June. Do not apply if you cannot work during these times. This is an ideal job for a student who is looking for work at weekends and during school holidays. More shifts available throughout the year during all school holidays.

**Hours of Work:** Shifts of approximately 5/6 hours in length starting from 11.00am to 5pm

**Wages:** £8.50/hour paid monthly by BACs.

**Deadlines:** Applications close at midnight on Sunday 31<sup>st</sup> March, and interviews will be held the week commencing Monday 1<sup>st</sup> April.

**Reports To:** David Hill, Owner and Exhibition Supervisors

Key Responsibilities of Role
To serve customers at all points of contact, either face to face or by telephone
Delivery of excellent customer service
Commitment to a high and consistent level of enthusiasm
To have a child friendly attitude and display child appropriate behaviour
Operation of tills and card machines to serve customers
Maintain the cleanliness and presentation of the exhibition
To take part in initial and ongoing staff training and performance management
Liaise and work with the colleagues, Supervisors, and the Owner as needed
To carry out other duties as and when required

### Job Specification

<b>Experience</b>	<b>Essential/Desirable</b>
Customer service in a busy customer facing environment	Desirable
Working in a busy customer facing environment	Desirable
Working on tills and card machines to serve customers	Desirable
Working/interacting with children	Desirable
<b>Knowledge</b>	
Good command of the English language, both written and spoken	Essential
Intermediate Numeracy and Literacy Skills	Essential
Willingness to learn basic facts about dinosaurs and the exhibition	Essential
<b>Personal Qualities</b>	
Enthusiastic and friendly attitude	Essential
Good communication skills	Essential
Good team working skills	Essential
Smart and presentable appearance	Essential
Dependable and conscientious approach to work	Essential
Flexible, adaptable and willing approach to hours worked and duties undertaken	Essential