

# Receptionist and Sales Assistant - Casual

## Curraghs Wildlife Park

Department of Environment, Food and Agriculture



### What will you do?

As Receptionist and Sales Assistant you will provide an excellent “front of house” service to our visitors, selling day admission tickets, admitting Park members at the gate, and selling a variety of products and services in our gift shop.

### What does that involve?

Maintaining very high standards of customer service at all times

Unlocking and locking the shop and entrance at the start and end of your shift

Operating the shop till and the “Digitickets” system, to facilitate

- Logging on and off at the start and end of your shift
- Taking card and cash payments and admitting visitors at the Park entrance
- Admitting Park members with their membership cards
- Issuing and renewing Wildlife Park memberships, ensuring that the customer details are entered accurately and in accordance with the Digiticket system
- Selling a range of products, including toys and gifts in the shop, and animal experiences

Handling cash securely, in accordance with IOM Govt Financial Regulations, managing your “float”, and cashing up at the end of your shift

Replacing stock on the shelves, as necessary

Answering general queries from customers, and understanding when to call upon management for assistance

Occasionally if required, answering the telephone and dealing with queries

Ensuring that the shop and stock room are kept clean, tidy and in good order

Contributing to retail strategy by sharing customer feedback and observations

The Curraghs Wildlife Park is a leisure facility and is open 7 days a week throughout the summer season, and 4 days per week throughout the winter season. Therefore there will be more shifts available during the summer (March to October) and fewer

in the winter (November to February) Some weekend and bank holiday working will be required.

The post holder may be required to perform duties other than those detailed above, that may be reasonably required and which are in the capabilities of the post holder

You must be prepared to undertake the level of training required to enable you to understand and operate the Digitickets system efficiently.

### What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
<b>Credibility</b>		
Previous retail experience with customer service as a focus	<b>D</b>	CV/Interview
Experience of electronic tilling systems	<b>D</b>	CV/Interview
Experience of general office administration	<b>D</b>	CV/Interview
<b>Capability</b>		
Excellent retail sales skills	<b>E</b>	CV/Interview
Good communication skills	<b>E</b>	CV/Interview
Good numerical and literacy skills	<b>E</b>	CV/Interview
Excellent customer service skills	<b>E</b>	CV/Interview
A basic knowledge of Word, Outlook and Excel	<b>D</b>	CV/Interview
<b>Character</b>		
Trusts and is trusted	<b>E</b>	Interview
Has positive energy and drive	<b>E</b>	CV/Interview
Self motivated	<b>E</b>	CV/Interview
Confident communicator	<b>E</b>	Interview
Ability to work under pressure	<b>E</b>	Interview
Approachable and flexible	<b>E</b>	Interview
Good customer care	<b>E</b>	Interview
Ability to work as part of a team	<b>E</b>	CV/Interview
<b>Other requirements</b>		
Willing to be flexible when required in relation to hours and duties	<b>E</b>	CV/Interview

Physically able to meet the requirements of the job in terms of lifting and carrying stock, and keeping the shop clean	<b>E</b>	Interview / Checks
Required to pass a Satisfactory Police Check	<b>E</b>	Checks
Isle of Man Worker	<b>D</b>	Application/Checks