

JOB DESCRIPTION

POSITION	Customer Service Assistant
CONTRACT	4 x Annualised Contracts (16 hour/wk contracts) 6-8 x Casual Contracts
SALARY	£6,830.72 - £7,671.04 pa (£8.21 - £9.22 per hour)
RESPONSIBLE TO	
Duty Managers	
RESPONSIBLE FOR	
None	
ROLE OVERVIEW	
To implement the GSC 5-star Customer Service Promise. Offer a fun, safe and welcoming environment to all customers. To provide an integrated, coordinated and professional level of service to our customers at point of contact	
RESPONSIBILITIES	
<ul style="list-style-type: none"> Hosting – To welcome customers from all groups (e.g. schools, parties, community groups etc.) in a friendly and hospitable manner; to control the traffic flow in all front of house areas and providing customers and guests with appropriate information to make the most of their experience. Co-ordinating school lunches and ensuring lunch areas are clean and tidy prior to next timeslot. Birthday Party Co-ordination – To welcome Birthday Party groups on arrival and ensure their experience is as seamless as possible throughout their visit, by communicating with other departments on the day. Customer Service – To follow all duties outlined in GSC Customer Service Charter, dealing with customer complaints and asking for assistance from Duty Managers/Supervisor when necessary. Selling – To facilitate the sales transactions of Science Mall, Planetarium, Tower and IMAX (Cineworld) tickets to individuals and groups in a friendly and positive manner face to face. Responsibilities include initiating and completing all sales transactions with customers using the in house ticketing system. This includes welcoming/greeting customers, suggestive selling (including up selling of Science Passports), processing all ticket transactions, including Gift Aid and using GSC cash handling procedures. Ensuring that all transactions are processed quickly and accurately. Glasgow Tower – To welcome, engage and interact with customers and informing them about the views, landmarks, local areas and iconic architecture of Glasgow's skyline. Visitor Enquiries – To understand the major aspects of the Glasgow Science Centre attractions in order to answer general customer questions either by telephone or face-to-face. Refer more difficult questions to appropriate department. Handling lost property under the guidelines set forth by Glasgow Science Centre. Hospitality – Assisting the corporate events team in accordance with the event brief, assisting corporate visitors are required in a polite and professional manner. 	

- Housekeeping – To ensure that the work area is clean and neat at all times (including exhibits, equipment, counters, children's receptions area, floors, etc.). Ensuring all display, rack cards, brochures, ticket stock and other supplies are well stocked and relevant at all times. Advising marketing when products are low to ensure supplies are reordered before being depleted.
- Whitelee Visitor Centre – To support WVC as and when required, cover FoH areas including reception desk and meeting visitors/groups on arrival. To maintain product knowledge of wind energy and Whitelee Wind Farm, support visitor enquiries and refer more difficult questions to Scottish Power support.
- Science Gallery and Special Events – To engage with visitors and delivering identified workshops as and when required. This would include asking questions related to exhibits, provoking discussion, explaining scientific concepts and making links to visitors' everyday experiences.
- To support Gift Shop during busy periods and attend to any vending machine issues.
- Emergency Management - Controlling and or directing customers in an emergency situation to prevent injuries or accidents in line with Glasgow Science Centre's health and safety procedures.
- To participate in training, complete all learning modules (including on the job and shadowing) as required to effectively and efficiently to carry out your job.
- To work within the standards of the GSC's health and safety policy.
- To carry out other reasonable duties/tasks as required, delivering and meeting the objectives of your team and Glasgow Science Centre.

PERSON SPECIFICATION

Skills & Experience:

- Experience of dealing with the public, community groups and school children.
- Experience in a customer service role.
- Excellent customer service skills.
- Confident with good communication skills.
- Good working knowledge of Microsoft Office and Outlook.

Personal Qualities:

- A genuine enthusiasm for science and technology.
- Well presented in accordance with GSC uniform policy.
- Motivation and creativity to convey learning of science and technology to others.
- Ability to work as part of a team unsupervised.
- Ability to display an inclusive approach when working with a diverse range of people.
- Ability to remain calm in difficult situations including assisting with the evacuation of visitors during an emergency.
- Able to work shifts including weekdays, evenings, weekends and public holidays.

APPLICATION PROCESS & CONTACT DETAILS

To apply please forward an application form to **recruitment@glasgowsciencecentre.org**

Application forms can be downloaded from our website: **glasgowsciencecentre.org**

Postal address: Human Resources, Glasgow Science Centre, 50 Pacific Quay, Glasgow, G51 1EA

COMPANY CONFIDENTIAL

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