

Position	Visitor Experience Assistant- Part Time
Reporting to	Visitor Experience Supervisor
Location (Prime)	Experience Glasnevin, Finglas Road, Dublin 11
About Dublin Cemeteries Trust	Founded in 1828, Dublin Cemeteries Trust group is the leading provider of Burial and Cremation services in the greater Dublin area and manages a total of five Cemeteries and three Crematoria, including an award-winning heritage site at Glasnevin, Ireland's National Cemetery.
Scope of Responsibility	To assist with all aspects of the Visitor Centre operations, particularly in relation to administration and the retail operation.
Duration	Permanent
Hours of work	20 per week (Mon-Fri including bank holidays). Flexibility to include weekends may be required.
Key Areas of Responsibility	<p>Duties</p> <ul style="list-style-type: none"> • Front-of-house customer service, ensuring an excellent visitor experience by greeting and welcoming visitors in a courteous and professional manner • Handling visitor enquiries, including tour and event bookings • Responding to phone and email enquiries in a timely, courteous manner • Providing access to the burial register as needed • Cash, float and lodgement control • Retail assistance and retail administration • Generate sales orders and purchase orders • Inventory control and merchandising • Ensuring Health and Safety compliance across all aspects of the role • Supporting other team members and departments as required <p>Ensure that all areas of the role are fully Health and Safety compliant.</p> <p><u>General</u></p> <ul style="list-style-type: none"> • Participate in the Staff Development training on offer and performance management schemes • Adhere to Health and Safety requirements • To carry out all duties with due regard for all Dublin Cemeteries Trust policies and procedures

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	<ul style="list-style-type: none"> • Our vision, mission and values are the heart of everything we do – it is your duty to the Trust, our customers and your team that you are leading by example through these. <p><u>Flexibility</u></p> <p>We aim to be flexible in our role and adaptability is very much part of the ethos of Dublin Cemeteries Trust. You may be asked to perform other duties which are not included above but which are relevant to your area of work. In addition, you may be asked to help out other colleagues in DCT from time to time.</p> <p>As a result of technological advancement, regulatory changes and sectoral developments, the workplace will continue to change over time, with new systems and new work practices being introduced as needed. Your duties will evolve over time as the needs of the organisation and the environment in which it is operating develop. In addition, your duties may evolve in line with your own development in your role.</p> <p>The above list is not exhaustive; additional areas of responsibility may be added over time and flexibility to cover for other staff roles is required from time to time.</p>
Key Requirements	<ul style="list-style-type: none"> • A minimum of 1 years' experience in an administrative role, providing customer-facing support/services (<i>essential</i>) • A minimum of 1 years' experience in retail in a customer-facing capacity (<i>essential</i>) • Strong administration and organisational skills • Good communication skills • Strong interpersonal skills with an ability to work as part of a team and an ability to provide excellent customer service • A strong sense of customer care and an ability to deal sensitively with customers, including the bereaved • Strong problem-solving skills with an ability to act quickly, decisively and calmly during periods of very busy activity • Ability to prioritise work to meet deadlines while maintaining attention to detail • Experience using PO/SO or booking software (e.g. Dynamics 365, NetSuite, Zoho, Lightspeed, or similar) • Strong IT Skills (Microsoft Outlook, Word, Excel, etc.)

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	<ul style="list-style-type: none"> • An interest in the history of Ireland and Glasnevin Cemetery is desired but is not essential • An additional language would be an advantage