



Position	Visitor Experience Assistant
Reporting to	Visitor Service Supervisor
Location	Experience Glasnevin Visitor Centre, Glasnevin Cemetery
Scope of Responsibility	Responsible for providing day-to-day workings of the front of house working with the Front of House Lead
Hours	38.5 hours (Full-Time Permanent), 5 days per week, weekend and bank holiday availability a must
<ul style="list-style-type: none"> Key Areas of Responsibility 	<p>Front of House Day to Day duties</p> <ul style="list-style-type: none"> • Deliver excellent, friendly customer service incorporating Moments of Truth ethos • Daily responsibility for the opening and closing procedures including cash control and lodgements • Maximise and upsell ticket sales both for individuals and groups, dealing with booking queries by email and phone • Maximise the venue-hire of the function space and liaise with the Café on food requirements • Telephone and email enquiries and responses • Restocking of retail section and offering retail assistance as required • Other visitor experience duties as required including but not limited to O’Connell Tower cover and grave location searches <p>Facilities</p> <ul style="list-style-type: none"> • Ensure full compliance with the day-to-day health & safety and fire control procedures and that all records and documentation is up to date <p>General</p> <ul style="list-style-type: none"> • Attend meetings as required by the Visitor Service Supervisor and Visitor Experience Manager • Ensure effective communications with the Historian, Education Coordinator, and with the Executive team • Carry out all duties with due regard for all Dublin Cemeteries Trust Policies and Procedures <p>Flexibility</p> <ul style="list-style-type: none"> • We all aim to be flexible in our role and adaptability is very much part of the ethos of Experience Glasnevin. You may



Position	Visitor Experience Assistant
	<p>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 colleagues in other areas of the Trust from time to time. Because of technological advancement, regulatory changes and sectorial developments, the workplace will continue to change over time, with new systems and new work practices introduced as required. 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> <ul style="list-style-type: none"> • 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>The overall focus of this role is to ensure we are providing an exceptional visitor experience while maximising all sales leads.</p> <p>Work duties may develop and change over time as the needs of the organisation change. The above role description is not exhaustive.</p>
<p>Person Requirements</p>	<ul style="list-style-type: none"> • An interest in or an appreciation of Irish history and notable figures, heritage and visitor sites • Retail/administration experience in a customer facing role, preferably in visitor attractions, heritage sites or in hospitality • Excellent communication skills • Preference for a command of another European language other than English • A positive, can-do, and one team/one goal attitude • Competence using Microsoft programmes, particularly Excel, Word and Outlook. POS and booking management experience preferred