

Directorate: Tyne and Wear Archives and Museums

Division: Communities

Post Title: Customer Service Assistant AA3738

Evaluation: 397 points **Grade:** N4

Responsible to: Customer Service Officer

Responsible for: NA

Job Purpose: To support the day to day operation and provision of high quality customer services within an assigned venue.

Main Duties: The following list is typical of the level of duties which the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar type and level may be required from time to time.

1. Act as the first point of contact for visitors, answering enquiries and providing information and assistance on the services and activities within the venue.
2. Explain exhibits and displays to visitors, demonstrate interactive exhibits and undertake group guided tours.
3. To actively promote TWAM retail and fundraising activities to encourage visitor spend.
4. Maintain awareness of performance standards and targets and demonstrate a commitment to improving customer services.
5. To undertake retail duties including operating a till, handling and reconciling payments, and stock control, in accordance with TWAM retail and financial procedures.
6. Assist with the moving and handling of collections and exhibits, and the installation of exhibitions and displays.
7. To actively promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
9. To assist in maintaining a healthy, safe and secure environment and to act in accordance with TWAM Health and Safety Policies and Procedures.