Newcastle City Council **Person Specification**

Customer Service Assistant

Part A
The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential
- Excellent customer care skills and able to evidence delivery of excellent service
- Experience of working in a visitor-facing role
- Sales experience or the ability to be able to promote and sell 'the offer'
- Ability to engage with visitors to interpret and explain exhibitions and displays
- Enthusiasm and willingness to learn
- Adaptable and flexible team player
- Has excellent personal presentation and interpersonal skills
- Is proactive and can use and work off their own initiative
- Enthusiasm for and an interest in the cultural sector
- Basic literacy and numeracy
- Basic IT skills
- Knowledge of Health and Safety issues
- Committed to Equal Opportunities & anti-discriminatory practice
- Experience of or willingness to train in the care of animals (Creature Corner at South Shields Museum and Art Gallery)

Desirable
- Awareness of security and evacuation procedures
- Training or qualification in Customer Service
- Retail experience including till operation and reconciliation
- Experience in assisting with the moving, handling and installation of objects, exhibitions and displays
- Experience in delivering guided tours to groups

Part B
The following criteria will be further explored at the interview stage:

Essential
- Excellent customer care skills and able to evidence delivery of excellent visitor services
- Sales experience or the ability to be able to promote and sell 'the offer'
- Ability to engage with visitors to interpret and explain exhibitions and displays
- Adaptable and flexible team player
- Has excellent personal presentation and interpersonal skills
- Enthusiasm for and an interest in the cultural sector

- Knowledge of Health and Safety issues
- Committed to Equal Opportunities & anti-discriminatory practice

Additional Requirements

- The role will require the holder to work weekends, school holidays and some evenings
- The role requires some lifting and handling duties (unloading of goods etc)