

Customer Service Assistant

Job Description

Reports to: **Customer Service Officer**

Direct reports: **n/a**

Evaluation: **397 points**

Grade: **N4**

Reference: **AA3738**

Job Purpose

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

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

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 assist in maintaining a healthy, safe and secure environment and to act in accordance with TWAM Health and Safety Policies and Procedures.
8. To promote and implement our *Diversity, Equality, Equity, and Accessibility* policy in all aspects of your employment.