

# Customer Service Assistant

## Person Specification

We will use these criteria to assess your suitability for the job.

### Essential

1. Excellent customer care skills and able to evidence delivery of excellent service.
2. Experience of working in a visitor-facing role.
3. Sales experience or the ability to be able to promote and sell 'the offer'.
4. Ability to engage with visitors to interpret and explain exhibitions and displays.
5. Enthusiasm and willingness to learn.
6. Adaptable and flexible team player.
7. Has excellent personal presentation and interpersonal skills.
8. Is proactive and can use and work off their own initiative.
9. Enthusiasm for and an interest in the cultural sector.
10. Basic literacy and numeracy.
11. Basic IT skills.
12. Knowledge of Health and Safety issues.
13. Committed to Equal Opportunities & anti-discriminatory practice.

## 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

## 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)