

Customer Service Assistant



Reports to: **Customer Service Officer**

Direct reports: **N/A**

Evaluation: **397 points**

Grade: **N4**

Reference: **AA3738**

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 North East Museums 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 North East Museums retail and financial procedures.

6. Assist with the moving and handling of collections and exhibits, and the installation of exhibitions and displays.
7. To promote and implement our Equality related policies in all aspects of your employment.
8. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.