VISITOR WELCOME & PARKING ASSISTANT

PERSON SPECIFICATION

FEBRUARY 2025

The role of Visitor Welcome & Parking Assistant is a customer facing role & as such you should be proficient in delivering exceptional customer service to all our visitors. This role can be the first point of contact for many of our guests and as such, requires candidates to be adaptable, proactive & willing to engage with everyone. We are proud to be a 5-star visitor attraction and want to make sure everyone enjoys their visit to Rosslyn Chapel. In order to do that, it is important that our team consistently deliver the highest standard of service.

**Essential:**

* Reliable.
* Open to flexible working including weekends.
* Able to work outside in all weather conditions.
* Experience working in a frontline customer service environment.
* Smart, tidy appearance.
* Cheerful, positive manner.
* A confident and enthusiastic communicator.
* Able to work using own initiative.
* Ability to interact well with a wide range of people and personalities from all over the world.
* Able to stay calm under pressure.
* Able to follow and direct emergency procedures.
* Willingness to carry out basic cleaning duties.
* Able to work full length of contract.

**Desirable:**

* Own transport.
* Knowledge of Local History.