

# JOB DESCRIPTION

POSITION	Customer Experience Supervisor
REPORTS TO	Customer Experience Manager
DEPARTMENT	Customer Experience
DIRECT REPORTS	None
CONTRACT	Annualised

## VISION, MISSION AND VALUES

**Our Vision**

A Scotland where all people value science and technology to inform decision making, empower individuals and enrich lives.

**Our Mission**

To be an essential bridge between citizens and science and technology. To inspire people of all ages to explore and understand the world around them, to discover and enjoy science and understand its relevance to their own lives.

**Our Values**

Are at the heart of our business and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **We strive for excellence** to be the best we can be to make a positive impact on society.
- **We are inclusive** and want to make GSC a welcoming, respectful and supportive community for everybody.
- **We innovate** by being proactive, inquisitive and always ready to learn and improve.
- **We collaborate** to build relationships with our community to empower and support lifelong learning together.

## ROLE PURPOSE

To assist the Duty Managers with the day to day management of the front of house operations for the Science Mall, IMAX and Tower. To act as appointed person (Duty Manager) for evening IMAX performances and any other special events.

### KEY RESPONSIBILITIES

- To implement the GSC Customer Service promise. Offer a fun, safe and welcoming environment to all customers.
- To provide an integrated, co-ordinated and professional level of service to our customers at point of contact.
- To carry out other reasonable duties/tasks as required, to deliver and meet the objectives of your team and Glasgow Science Centre.
- To provide GSC with a role model in customer service standards working with the Duty Managers and other departments to meet 5 star standards and customer service promise.
- To supervise all FoH areas including ticket desk, welcome hosts, IMAX and Tower. Ensure all areas have sufficient staffing levels and day sheets are produced to reflect rota.
- To welcome customers visiting the IMAX cinema and ensure everyone receives a quality experience. Support in confectionary counter and ensure all washroom facilities are cleaned to high standards.
- To assist the Duty Managers to train and develop an innovative, responsive and knowledgeable customer experience team, ensuring a high-quality customer service is delivered at all times.
- Keep learning modules up to date, and all new staff are aware of requirements for completing probation. Assist with making sure MyLearning is up to date with appropriate learning for department.
- To Assist Duty Management team with recruitment, induction, mentoring and create a positive working environment through good communication and carrying out regular team meetings and 121's.
- To take responsibility for pre and post operational checks and liaise with housekeeping team on a daily basis to ensure an excellence level of cleanliness/hygiene throughout the building.

- To assist the facilities team with pre and post operational checks for the Tower.
- To report any building defects to the facilities team and ensure that building is well maintained.
- To ensure that all cash handling, banking, and other financial control systems are operating efficiently and comply with GSC’s financial and accounting procedures.
- To resolve any challenges that may arise during operational hours and deal with complaints.
- To ensure team are collecting email address for VisitFlow and daily targets are being met.
- To input all incident reports onto SharePoint Incident Reporting app and follow up if required.
- To assist with team meetings on a daily basis and ensure that effective communication takes place within the team. .
- To work with the Duty Managers and Customer Experience Manager to develop new ideas to streamline GSC’s operation.
- To deal with emergencies, taking control and action when required in an evacuation.
- To ensure that both staff and operations meet legal requirements for health and safety and work within the guidelines of GSC’s Health and Safety policy and procedure.
- To notify the Duty Director of all incidents that involve major injury, require closure of any part of the facilities or pose a serious health and safety risk to visitors or staff.

PERSON SPECIFICATION		
Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Experience in a customer service-related position at supervisory level	X	
Complaint handling experience		X
Strong communication and presentation skills		X
Cash handling experience/End of day reporting	X	

Ability to motivate a team to co-operate well with others and ensuring tasks get completed.		X
---	--	---

### Personal Qualities

- A high degree of commitment to GSC's vision, mission and values.
- A genuine enthusiasm for science and technology.
- A flexible approach to meet overall deadlines and needs of GSC, both within and out-with your own department.
- Able to work flexible days / hours (including Weekends / Bank holidays / Evenings).
- Ability to display an inclusive approach when working with a diverse range of people.
- Ability to work effectively as part of a team unsupervised.
- Ability to work under pressure and remain calm in difficult situations.
- Well presented in accordance with GSC's uniform policy.