

# JOB DESCRIPTION

POSITION	Customer Service Assistant
REPORTS TO	Duty Manager
DEPARTMENT	Customer Experience
DIRECT REPORTS	None

## 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 work within the Customer Experience team and offer a fun, safe and welcoming environment to all customers. Work in various areas across the dept. including the ticket desk, hosting, dealing with groups, Tower, Gift shop and IMAX. Support Food and Beverage and Science Operations teams as and when required to meet operational needs and enhance the overall customer experience.*

## 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 work within the standards of the Glasgow Science Centre's health and safety policy.
- To carry out other reasonable duties/tasks as required, to deliver and meet the objectives of your team and Glasgow Science Centre.
- To welcome customers from all groups (e.g., schools, parties, community groups, Sleepovers etc.) in a friendly and hospitable manner
- To control the traffic flow in all front of house areas and providing customers and guests with appropriate information to make the most of their experience.
- Co-ordinating school lunches and ensuring lunch areas are clean and tidy prior to next timeslot.
- To welcome Birthday Party groups on arrival and ensure their experience is seamless as possible throughout their visit by communicating with other departments on the day.
- To follow all duties outlined in GSC Customer Service Charter, dealing with customer complaints and asking for assistance from Duty Management team when necessary
- To facilitate the sales transactions of Science Mall, Planetarium, Tower and IMAX tickets to individuals and groups in a friendly and positive manner. Responsibilities include recalling bookings, initiating and completing all sales transactions with customers using the in-house ticketing system. This includes welcoming/greeting customers, suggestive selling (including up selling of

Science Passports), processing of Gift Aid transactions, processing all ticket transactions using GSC cash handling procedures. Ensuring that all transactions are processed quickly and accurately.

- To welcome customers visiting the Tower, engage/interact and informing them about the views, landmarks, local areas, and iconic architecture of Glasgow’s skyline.
- 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 understand the major aspects of the Glasgow Science Centre attractions in order to answer general customer questions. Refer more difficult questions to appropriate department.
- Handling lost property under the guidelines set forth by Glasgow Science Centre.
- Assisting the Corporate Events team in accordance with the event brief, assisting corporate visitors are required in a polite and professional manner. Support in the café during busy periods.
- To support GSC Gift Shop/Car park during busy periods and attend to any vending machine issues.
- To support on Gallery floors, interact and answer any customer questions related to exhibits.
- To ensure that the work area is always clean and neat (including exhibits, equipment, lockers, counters, tables, chairs, floors, etc.).
- Controlling and or directing customers in an emergency to prevent injuries or accidents in line with Glasgow Science Centre’s health and safety procedures.
- To participate in training, complete all learning modules (including on the job and shadowing) as required to effectively and efficiently to carry out your job.
- To work within the standards of the GSC’s health and safety policy.

**PERSON SPECIFICATION**

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Confident with excellent interpersonal and communication skills	X	
Experience of dealing with the public, community groups and school children		X
Experience in a customer service role		X

Excellent customer service skills	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.