

JOB DESCRIPTION

POSITION	Car Park Attendant (16 hour contract)
REPORTS TO	Retail Manager
DEPARTMENT	Retail
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 deliver a 5-star customer service at Glasgow Science Centre (GSC) and work alongside Retail/GSC security teams to assist customers in the GSC car park in the evening.

KEY RESPONSIBILITIES

- To assist customers in the car park during busy periods, particularly in the evening (7.30pm until 11.30pm) and ensure that a high level of customer service is provided at all times. This may include daytime shifts during busy holiday periods e.g summer, Christmas.
- To ensure that all issues with the car park pay stations including coin jams and note jams are resolved.
- To ensure barrier systems are operating correctly and resolving any issues with them.
- To replenish both ticket barrier and pay stations with tickets and receipt rolls, ensuring both are full. Keep pay stations clean and tidy.
- To support facilities team by always keeping car park clean and tidy. Litter picking emptying wastebin etc.
- To report any security incidents immediately to security or Duty Manager.
- To be presentable at all times working in a clean professional manner, ensuring appearance is always at a 5-star standard.
- To implement the GSC Customer Service promise. Offer a fun, safe and welcoming environment to all customers.
- To work within the standards of the Glasgow Science Centre’s health and safety policy.
- 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.
- To carry out other reasonable duties/tasks as required, to deliver and meet the objectives of your team and Glasgow Science Centre.

PERSON SPECIFICATION

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
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Confident with excellent interpersonal and communication skills	X	
Experience of dealing with the public	X	
Experience of working outdoors and in the evening		X
Excellent customer service skills	X	
First aid trained		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 meeting 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.