

# JOB DESCRIPTION

POSITION	Visitor Services Assistant (Seasonal)
REPORTS TO	Duty Manager
DEPARTMENT	Visitor Service Operations
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 in all Customer facing areas and offer a fun, safe and welcoming environment to all customers. Work in various areas across the organisation, including Whitelee Visitor Centre: hosting, dealing with groups, Gift shop, Food & Beverage dept, IMAX and concessions.*

## 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 upon arrival and upsell for all attractions 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/group lunches and ensuring lunch areas are clean and tidy prior to next timeslot.
- To welcome customers visiting the IMAX cinema and ensure everyone receives a quality experience. Serving in confectionary counter and ensure all washroom facilities are cleaned to high standards.
- 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.
- To work in IMAX coffee shop and main cafe including food service, clearing of tables and till operations.
- To work in GSC Gift Shop/Car park during busy periods and attend to any vending machine issues.

- To support on Gallery floors, assist customers with way finding and answer any queries.
- 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 and large groups.		X
Experience in a customer service role	X	
Experience within an events or catering environment		X

### Personal Qualities

- A high degree of commitment to GSC’s vision, mission and values
- 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.