

# JOB DESCRIPTION

POSITION	Assistant Customer Experience Manager
REPORTS TO	Customer Experience Manager
DEPARTMENT	Customer Experience
DIRECT REPORTS	Duty Managers and Customer Experience Supervisors
CONTRACT	Permanent

## VISION, MISSION AND VALUES

### Our Vision

A Scotland where all people feel empowered through learning and engagement with science to make positive differences in their lives, their communities and to society as a whole.

### Our Mission

We want to inspire everyone to explore and understand the world around them and to discover and enjoy science.

### 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 Customer Experience Manager with the day-to-day management of the front of house operations for the Science Mall, IMAX Theatre, Tower, Gift Shop, Car Park and Housekeeping to ensure that the customer experience team are meeting the required 5-star standards to effectively deliver the GSC Customer Service Promise.

## KEY RESPONSIBILITIES

- To provide GSC with a role model in customer service working with relevant departments to meet 5-star standards to effectively deliver the GSC Customer Service Promise of a fun, safe and welcoming environment to all.
- To lead by example and provide an integrated, co-ordinated and professional level of service to both internal and external customers at point of contact.
- To assist with creation of departmental operational plans for the delivery of the GSC Customer Service Promise and the development of new ideas/initiatives to improve the efficiency and effectiveness of day-to-day operations across GSC.
- To lead/supervise all Customer Experience Teams on a day to day basis including ticket desk, welcome hosts, IMAX Theatre, Tower, Gift Shop and Housekeeping.
- To deputise for the Housekeeping Supervisor and Gift Shop Manager if required.
- To assist with the line management, monitoring and development of all aspects of the Customer Experience team including recruitment, induction, mentoring, performance development reviews, disciplinary and grievance and create a positive working environment through good communication and carrying out regular team meetings and 121's.
- To produce rotas and ensure staffing budgets are being followed and deal with any issues regarding shift swaps, availability etc. via Rota One.
- To train and develop an innovative, responsive and knowledgeable customer experience team, ensuring a high-quality customer service is delivered at all times.
- To ensure that all cash handling, banking, credit cards and other financial control systems are operating efficiently and effectively and comply with GSC's financial and accounting procedures.

- To ensure that all monthly financial reporting responsibilities are fully met, including casual payroll.
- To ensure the team are collecting email addresses and daily targets are being met for visitor survey and maximise customer satisfaction levels.
- To ensure that ticket desk staff are maximising the number of Gift Aid transactions.
- To input all incident reports onto SharePoint Incident Reporting app and follow up if required.
- To deal with emergencies, taking control and action when required in an evacuation.
- To assist with complaint handling on the absence of the Customer Experience Manager. Follow up and action when resolved.
- 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 ensure that all workplace inspections are being carried out and all COSHH and RAMS are up to date.
- 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.
- To carry out other reasonable duties/tasks as required, delivering and meeting the objectives of your team and Glasgow Science Centre.

### PERSON SPECIFICATION

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Leadership experience in a customer service-related position at managerial level	x	
People management experience including the ability to motivate and lead a team to co-operate well with others to ensure department objectives are achieved	x	
Strong communication and presentation skills	x	
Good ICT/Digital skills	x	
Complaint handling experience		x

Cash handling experience		x
Experience in dealing with emergency situations as they arise		x

### Personal Qualities

- An enthusiasm for delivering high levels of customer service, with a high degree of commitment to Glasgow Science Centre's mission, vision and values.
- Strong interpersonal skills, including an ability to work with various departments across the organisation.
- A passion for excellence, creativity and innovation.
- A straightforward, energetic and inclusive style of management.
- Strong problem-solving skills and ability to work independently.
- A willingness to work hard whilst under pressure.
- Ability to prioritise and take an organised approach.
- Demonstrable respect for equality and diversity and the ability to promote equal opportunity practices.
- A flexible approach to meet overall deadlines and needs of GSC, including availability to work evening or weekends as required.
- A strong commercial awareness