

Guide and Retail Assistant (Fixed Term)

April 2022

To participate in the running of an efficient visitor centre and profitable retail outlet at the Halen Môn Saltcote, with consistently excellent quality customer care. To lead inspiring, entertaining and knowledgeable tours around the Saltcote, both behind the scenes and master salt-making classes (Full training given)
Up to 40 hours per week including weekends working on a rolling rota.

Responsible to: Visitor Centre Manager and Visitor Centre Supervisor.

Job Description (General Description)

- To greet visitors, sell tours, take bookings and to give information.
- To serve customers efficiently, speedily and courteously.
- To lead educational guided tours and tutored salt tastings.
- To handle cash, cheques and credit cards to the standards laid down in the set procedures.
- To control and rotate stock efficiently.
- To carry out and record monthly stock takes in an accurate and efficient way.
- To maximise the spend per transaction.
- Process, pack and dispatch internet sales as per the SOP & guidelines, including commercial invoices and international tariff codes.
- To work in other departments when requested, particularly the office assisting with general administration, and any other duties as required.
- To respond to customer emails and maintain our customer database as requested.
- To keep the meeting room, viewing gallery, shop, visitor centre and toilets clean and tidy at all times, complying with health and safety standards and meeting Covid standards of hygiene as laid down in the appropriate section of the Staff Handbook / current legislation.

Other

- Ability to speak Welsh and other languages in addition to English is an advantage.
- Some retail experience, including cash and credit card handling and customer care skills, is an advantage.
- Willingness and ability to work on your own without direct supervision.
- Reliable, responsible and trustworthy. Will occasionally be required to open and lock up the site (key holder).
- Confident, pleasant and sociable personality.

Characteristics & Conditions

- To comply with procedures for each part of job in our Standard Operating Manuals.
- A neat, tidy appearance should be preserved at all times.
- All duties to be carried out in a hygienic manner and to "best standard practices".
- No smoking, vaping or chewing gum whilst in paid time.
- To participate in public relations through the media.
- To be aware of the confidential nature of the work and to maintain discretion.
- To be courteous and considerate to all members of staff, customers and members of the public.

