

Dec 2023

To participate in the running of an efficient visitor centre, including a retail outlet and hosting outdoor Wild Seaweed Bathing 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)

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 lead educational guided tours and tutored salt tastings.
- To serve customers efficiently, speedily and courteously.
- To handle cash, cheques and credit cards to the standards laid down in the set procedures.
- To control and rotate stock efficiently and carry out and record monthly stock takes in an accurate and efficient way.
- Administer, pack and dispatch internet sales as per the SOP & guidelines.
- To host our customers as they enjoy an outdoor bathing experience in our Wild Seaweed Baths
- 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 the Staff Handbook.

Other

- Ability to speak Welsh and other languages in addition to English is an advantage.
- Previous experience as a Tour guide would be desirable but a confident nature and the enthusiasm to learn and present our Tour is equally important.
- 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.
- To reinforce and prioritise the commitment that we have to social and environmental performance, supporting our colleagues, customers, suppliers and our local community
- All our customer facing staff represent our business and Brand and are therefore neat and tidy at all times.
- Excellent communication and customer care skills
- To reinforce and to prioritize the commitment that we have to social and environmental performance, supporting our colleagues, customers, suppliers and our local community
- All duties to be carried out in a hygienic manner and to "best standard practices".
- 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.

