



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Customer Service Agent
<b>DEPARTMENT:</b>	Bunratty Castle and Folk Park, Craggaunowen Castle and Crannóg, Knappogue Castle and Gardens, Inis Cealtra Visitor Experience
<b>BASE LOCATION:</b>	Bunratty Castle and Folk Park – travel between sites and/or any other place of business as designated by Management, during operating hours of the sites.
<b>EMPLOYMENT BASIS:</b>	<p>Fixed Term, Full Time (40 hours per week), Fixed Term Part time (32 hours per week)</p> <p>Full time on 5 working days over a 7-day period as per rota, part time on a roster basis over a 7-day period.</p> <p>Extended hours/shifts as per seasonal operational requirements and flexibility to working patterns is required.</p>

### **POSITION IN ORGANISATION**

- Reports to Operations Managers / Business Unit Managers Bunratty Castle and Folk Park.
- Works alongside other team members across various areas of the operation.

### **MAIN PURPOSE OF ROLE**

As a Customer Service Agent, you will:

- Work with the team to deliver first class experiences to visitors.
- Assist in all activities throughout the site to ensure the smooth delivery of the day-to-day operation.
- Complete varied tasks as part of your daily work schedule.

## KEY RESPONSIBILITIES

### **Operational Duties**

- Ensuring that a high standard of cleanliness is maintained across the park including general areas, exhibition areas, Castles, offices, grounds, parking areas and restrooms.
- Complete tasks to support the on time opening and closing of all areas of the park including admissions areas, exhibitions, Castles, farmhouses and other buildings and ensure delivery is maintained throughout the day.
- Working at admissions, engaging with visitors, checking in, providing information on daily activities, answering general queries and managing ticket sales and till reconciliation.
- Support our banquet team, food and beverage team and events team in delivering a varied calendar of events and services including set up, event support and take down duties.
- Assist with in bound deliveries and the movement of goods to key locations across the park, supporting managers and colleagues.
- Work with our exhibition lead to provide and/or support the delivery of engaging and interactive demonstrations, workshops and storytelling including the guiding of key attractions within the park.
- Complete general duties to support our farming and gardening colleagues including providing the highest possible care to our animals.
- Ensure that historical artifacts are protected by engaging with visitors and ensuring care is taken during the undertaking of assigned duties.

### **Compliance**

- Support management with the completion of daily checks relating to duties ensuring compliance with company procedures.
- Adhere to all health and safety policies including COSHH (Control of substances hazardous to health) reporting any hazards to your duty manager.
- Support operations management with the evacuation of buildings in the event of an alarm activation, supporting the team to provide visitor management to assembly points.

### **General**

- Any other duties deemed necessary for the role and as directed by Clare Tourism Development DAC.

*This job description is intended as a guide to the general range of duties and is intended to be neither definitive nor restrictive and is subject to review.*

## **PERSON SPECIFICATION**

### **SKILLS, KNOWLEDGE, AND EXPERIENCE**

<b>Essential</b>
<ul style="list-style-type: none"><li>• Fluency in the English language</li><li>• Flexibility and a strong problem-solving approach to issues.</li><li>• Ability to demonstrate a high level of teamwork and motivation skills.</li><li>• Excellent customer services skills.</li><li>• PC literate and good keyboard skills</li></ul>



<b>Desirable</b>
<ul style="list-style-type: none"><li>• Experience in tourism services or visitor attractions, reservations, food &amp; beverage or events.</li><li>• Fluency in other European and International languages would be advantageous.</li></ul>



### **Everyone who works for us is expected to:**

- Demonstrate genuine commitment to our vision.
- Promote, believe in and work within our equity, diversity and inclusion policies and procedures.
- Promote and work within our safeguarding and health and safety policies and procedures.

Due to the nature of our business, flexibility in hours and tasks are required.