**Visitor Experience Agent (Seasonal Position)**

**Inis Cealtra Visitor Experience – Mountshannon,**

**Clare Tourism Development**

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| **Role**  |
| Based in Mountshannon, the Visitor Experience Agent will achieve maximum sales through the delivery of excellent customer service. Your role will be key to the organisation as you will be the first impression to our clients and customers. This is a seasonal role, from the start of June 2025 until End of October 2025.  |
| **Responsibilities**  |
| **Responsibilities include, but not limited to the following: -** * Proactively engage with visitors to ensure a seamless visit
* Delivering best in class service to our customers through excellent service and knowledge of our products and services.
* Prompt dealing with all customer queries including telephone, email and in-person queries in an efficient and professional manner.
* Providing advice on products with a continual view to maximize sales through upselling of other attractions within the Clare Collection Portfolio.
* Manage point of sale processes including register operations, including receiving and processing cash, credit card and voucher payments at the day admissions desk.
* Ability and flexibility to work across a range of departments, to include potential cleaning of public bathrooms as well as the general grounds.
* Competency in the use of word, excel and outlook.
* Professional personal presentation.
* Exceptional phone and front of house manners to meet & greet visitors.
* Ability to work under pressure in a diligent and professional manner while providing excellent customer service.
* Attention to detail with utmost compliance to confidentiality relating to the reservations systems and the information gathered and retained on systems from internal and external customers.
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| **Essential Requirements:**  |
| * Excellent interpersonal, organisational and communication skills
* Friendly, outgoing and cheerful personality
* Ability to work on own initiative.
* Ability to solve problems
* Ability to multitask and assist with other duties as required by the operations Management.

**PLEASE NOTE:** from time to time the Company may ask you to do other reasonable tasks not stated within this job description but commensurate with the position. The Company also reserves the right to review and update this job description to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you. If you are interested in this role, please submit your CV to hrbunratty@claretourismdev.ie on or before Friday 31st July, 2025 by 17:00 and we will be in contact with you thereafter.  |