

Vandeleur Walled Garden

Title of Post – Customer Services Agent

Job Description

February 2023

Under the guidance and supervision of the Operations Manager the Customer Service Agent, will assist in all activities, throughout the site through hands-on actions, during day-to-day operations at Vandeleur Walled Garden.

Reporting to: Operations Manager

Main Duties and Responsibilities

- Undertake all duties related to the delivery of the overall visitor experience.
- Process admissions to Vandeleur Walled Garden, handle cash, credit card transactions, vouchers, issue receipts and all other types of transactions.
- Ensure smooth operation of tea/coffee station and gift shop.
- Ensure compliance with all company procedures and controls including accurate cash handling.
- Operate the switchboard and direct all incoming calls with the organisation including to tenant companies.
- Communicate continually with other customer service agents or as designated as well as the Duty Supervisor, Operations Manager and Head Gardener.
- Be knowledgeable about local events, amenities and tourist attractions in the County and to promote these accordingly.
- Provide general information and orientation to visitors.
- Offer a meet and greet service both inside and outside the building.
- Carry out administration duties.
- Check and answer emails daily.
- Act as an usher both inside and outside the building and provide guided tours to garden.
- Maintain and keep work areas clean and tidy and maintain equipment associated with the role & report any defect or damaged equipment to Management.
- Promote Vandeleur Walled Garden merchandise.
- Promote other operators within the site e.g. café, gift shop & any other retails units.
- Take incoming bookings, amendments, and cancellations through phone/email and update manual booking form for input into the online booking system.
- Provide excellent customer service to all customers internal and external of Vandeleur Walled Garden.
- Follow all Health and Safety procedures and regulations as per Health & Safety Statement.
- Follow opening and closing procedures including turning on and off the exhibition.
- Report any damage to the property and malfunctions as soon as they are noticed in the sundry maintenance logbook.
- Assist with Health and Safety precautions for visitors as per Health & Safety Statement and perform any First Aid where and when required.

- Carry out cleaning duties including toilet cleaning including daily deep clean and such cleaning as is required throughout the day and clear any spills and breakage's as they may occur. Replenish toilet consumables as required.
- Attend to minibuses/coaches on site, entry, parking, and exit, provide meet & greet to minibus drivers and visitors. Ensure each customer entering has a ticket and ticket checking.
- Take on specific project objectives and research as agreed with line manager e.g., Administer lost property, uniform order & issue, stationery order, local pass, merchandise, and tea/coffee station stock control, first aid supplies stock, guided tours, participating and assisting with events preparation of FAM trip pack, hotel voucher issue, brochure stock & display.
- Attend to visitors on site and assist with visitor issues e.g. Lost property, mobility.
- Staff retail unit/admissions office including, collecting payment, issuing receipts, cash reconciliation at end of day and dispensing visitor information.
- Compliance with all appropriate HACCP regulations.
- Maintain clean grounds and car park at all times through litter picking, emptying bins, sweeping, painting, erecting posters, garden maintenance etc.
- To perform any other reasonable duties as directed by management.

Requirements/Essential Skills and Attributes

- Fluency in the English language
- Ability to deliver high level customer service
- Experience in cash handling
- Excellent customer focus & experience in a direct customer facing environment
- Flexibility and a strong problem-solving approach to issues
- PC literate and good keyboard skills
- Proven ability to work under pressure and as part of a team.
- Experience in the tourism sector or in a customer facing role
- A flexible, positive and customer-oriented approach.

Desirable Experience

- Experience working at similar Tourist Attraction
- Familiarity with any or all of the following would be an advantage:
 - Ticket Network admission system
 - Microsoft Office Suite
 - First Aid
 - Training in customer service skills
 - Fluency in European and other languages would be an advantage.

Additional Information

- The post will be operational on a seven days a week basis according to a fortnightly roster published in advance with extended hours at certain times according to seasonal and business requirements. Hours of operation will vary seasonally. Minimum requirement will be 4 day per week roster.
- The duties will primarily be performed onsite at Vandeleur Walled Garden or any other reasonable place of business as designated by Management. Occasional work off site may be required.