



JOB OPPORTUNITY: CASUAL RECEPTIONIST

Role: Ongoing

Salary: Meets National Minimum Wage.

Location: Army Flying Museum, Middle Wallop, Stockbridge, Hampshire, SO20 8FB.

Hours: Odd weekends and holiday cover

Reporting to: Commercial Operations Manager

Purpose of Role

A Museum Receptionist's key responsibilities are:

- ◆ To be the first point of contact for visitors and clients
- ◆ To ensure all customers receive a first-class experience at the Museum
- ◆ To support the sales targets for the Museum via ticket sales and shop sales

Museum Receptionists report directly to the Commercial Operations Manager.

Specific Duties

- ◆ Making visitors to the Museum feel welcome and valued
- ◆ Providing a first class customer service
- ◆ To ensure that visitor data capture becomes an integral part of customer service.
- ◆ Actively promoting and providing information on Museum activities current and planned, over the telephone and face to face.
- ◆ Promoting sale of tickets, Guide Books and shop merchandise
- ◆ Acting as first point of contact for complaints and suggestions
- ◆ Making announcements about safety, emergencies or other items of interest.
- ◆ Custody of cash taken at reception tills
- ◆ Taking telephone calls and ensuring they are passed to the appropriate member of staff and where this is not possible, taking a message and the caller's number and ensuring that they are called back
- ◆ Avoiding any complaints about customer service

Required Personal Capabilities and Experience

- ◆ Experience of working in a customer service environment
- ◆ Knowledge of shop work (stock taking, upselling, till work)
- ◆ Well-organised and self-motivated
- ◆ Presentable, friendly and polite
- ◆ Ability to deal with difficult clients or customers
- ◆ Excellent communication skills

Applications consisting of a cover letter detailing your suitability for the role and a current CV should be sent by email to corporate@armyflying.com or to:

Kimberley Matthews, Commercial Operations Manager
Army Flying Museum
Middle Wallop
Stockbridge
SO20 8FB.