

JOB DESCRIPTION

Job Title	Taunton Visitor Centre Assistant		
Directorate	Community, Place & Economy – Regulations and Operations Service		
Reporting to	Team Leader		
Grade	15		
Evaluation ref:	TR0223	Job Family ref:	
Role Purpose			
To contribute to the successful operation of the Taunton Visitor Centre in its town centre location. To provide a positive and proactive response to customer enquiries.			
Accountabilities			
<ul style="list-style-type: none"> • Front line customer counter assistant supplying information and travel advice to customers. Receiving and processing cash and credit card transactions for the sale of goods and provisions of services within the Visitor Centre. • Follow procedures for opening and closing of the visitor centre. • Act as a business ambassador for the council within the retail community in Taunton Town Centre. • Operating of booking systems, maintenance and updating of the information screen within the Visitor Centre. • Prepare displays within the visitor centre for local businesses and event organisers. • Ensuring up to date selection of brochures and leaflets for destinations and attractions across South West England, for events, theatre, leisure and sport facilities. • Providing advice on subjects of relevance to visitors and local residents, such as public transport and information relating to other local services. • Selling a wide range of products and services, including souvenirs, gifts, and tickets for events and travel agencies. Processing paperwork and admin associated with this. • Taking responsibility at days end for the monies taken that day, ensuring they are reconciled and balanced and prepared for banking. 			

JOB DESCRIPTION

Knowledge / Experience / Skills		
	Essential	Desirable
Knowledge		
Taunton area, services and tourism facilities		x
Experience		
Experience of working in a public-facing environment	x	
Experience within a retail environment	x	
Qualifications / Registrations / Certifications		
English and Maths, equivalent to level GCSE C	x	
Skills		
Good verbal communication skills	x	
Customer services skills	x	
Working Conditions		
Zero hours contract on casual basis.		
Dimensions of the role		
Working Arrangements		
<p><i>Somerset Council's Dynamic Working Strategy will be applied to this position.</i></p> <p>Saturday Working is requirement of role</p>		
Corporate Accountabilities		
<i>To be added by Reward team.</i>		

Date: