**Resort Information Assistant**

**Job Description**

**Role Profile**  Operational

**Service/Team** Commercial Operations, Resort Information Team

**Reports to** Resort Information Manager

**Responsible for** N/A

**Post number** N/A

**Job Overview**

The post holder will be the first point of contact for the public at Smugglers Cove Adventure Golf and Bournemouth Tourist Information Centre, sites located next to each other. Respond to all face to face and telephone enquiries in a polite and effective manner ensuring excellent customer service at every interaction.

**Key Responsibilities**

* Helping customers with their enquiries using detailed knowledge of the seafront, conurbation, county, tourism, attractions, venues and events as well as other tourism offers.
* Deliver high standards of customer focused service with the aim of driving income.
* Monitor and replenish stock at all outlets with a strong focus on meeting sales targets.
* Support and work with the Seafront Operations team to ensure all BCP Council practices and policies are adhered to, and objectives are fully met.
* Liaise with other team members by communicating relevant information and providing adequate handovers to ensure an efficient service.
* Carry out site checks as well as daily/weekly defect checks and report all found issues for maintenance and repair.
* Ensure that all Resort Information sites are safe, clean and tidy for all visitors and staff and maintain security of all sites by following correct procedures.
* Manage and resolve complaints and conflicts in line with set procedures.

**Specific Qualifications and Experience**

* Experience of multi-tasking in a constantly changing environment.
* Problem solver with a ‘think-on-your-feet’ approach.
* A Customer Care or Customer Service qualification or equivalent experience in working in a customer-based environment.
* Previous experience in a retail environment with knowledge of visual merchandising, sales and customer service.
* Previous experience of working in a seasonally based tourism attraction or related setting
* Knowledge of the local and wider tourism industry.
* Previous experience of working in a dynamic, high pressure and time-sensitive operational environment

**Personal Qualities & Attributes**

* Excellent communication and interpersonal skills
* Impeccable customer care and complaint handling skills
* Ability to work well as part of a team.
* Proficient with IT
* High level of resilience, act calm under pressure
* Ability to use own initiative and problem solve.
* Outstanding attention to detail
* Effective time management skills and ability to prioritise essential tasks.
* Self-motivated and able to work with minimal supervision.

**Job Requirements**

* Must be able to travel to and from work, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* Flexible working 5 in 7 days plus weekends and Bank Holidays as required and in line with the needs of the business.
* Working hours as seasonal demands dictate. The postholder is expected to work longer hours as required during peak summer months and any time off will be limited during these periods.
* To work in locations within Bournemouth, Christchurch and Poole as required.
* This role involves manual handling.