



## Job Description

### Arcade General Assistant/Cashier

Role Profile	General Assistant
Service/Team	Seafront – Operations
Reports to	Arcade Manager
Responsible for	N/A
Number of posts	1
Post number	- - - - -
Career Grade	N/A

**My job improves the quality of life for the people of Bournemouth and Poole by...**  
Supporting the Pier Arcade team in the delivery of quality services and driving income opportunities for the visitors and residents of the resort.

#### Job Overview

To support the day to day operation of the Pier Amusements team.

#### Key Responsibilities

- To be responsible for Cash Floats and issuing the correct change to customers.
- Ensuring that counterfeit notes and coins are identified.
- To deliver excellent customer service.
- To assist in the cleaning of the machines and the Arcade area.
- Monitor the Arcade and report and fraudulent or unsociable activity to the duty manager.
- Ensure all statutory requirements, including Health & Safety policies, are adhered to.
- Re-stocking of Arcade Machine
- Assist Senior staff members in the servicing and maintenance of Arcade Machines

#### Specific Qualifications and Experience

- Experience of working within a team.
- Experience of using Microsoft Word, Excel and Teams
- Experience of delivering customer service

#### Personal Qualities & Attributes

- Numerate
- Able to build effective relationships with team members
- Have a keen eye for detail

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

February 2018



## **Job Requirements**

- Must be willing to travel, 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, work over major festivals (e.g. Bournemouth Air Festival) and Bank Holidays. No annual leave can be taken during the months of June July and August.

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Marked as CONTROLLED - INTERNAL