

CALL FOR APPLICATIONS: Visitor Services Assistant
(PERMANENT CONTRACT WITH THREE MONTHS' PROBATION, GRADE B2, SALARY TBA TOTAL COST OF EMPLOYMENT)

Constitution Hill Development Company seeks to appoint a **Visitor Services Assistant**, reporting to the Visitor Services Coordinator, the Visitor Services assistants ensure the smooth, efficient and customer-orientated operation of the admission desk and shop at Constitution Hill, including the selling of admission tickets and goods from the shop, ensuring a high level of customer care at the main front of house location.

Promote a positive visitor experience while applying Museum procedures, ensuring that the visitors' first and last impressions of Constitution Hill is memorable. They have a thorough working knowledge of the facilities, exhibitions and activities and serve as an ambassador for the museum, greeting guests and answering questions about the museum and store products.

Key Accountabilities:

- General museum reception, greeting the public, special guests, members and groups in a cheerful, receptive manner always.
- Dealing with any enquiries.
- Ensuring all posters, notices, labels and price tags within the desk area and shop are current and in good order.
- Ensuring, in conjunction with the caretaker and cleaner that the desk area and shop are clean and tidy, and the goods are properly displayed and lit.
- Provide telephonic information to callers about the site, the tours and the exhibitions currently on show at the museum.
- Provide switchboard operation for ConHill on time, professionally and in accordance to the customer expectation
- Take general messages for staff and forward relevant calls to them from the switchboard.
- Actively promote the museum's programs and events by engaging guests in the membership program and other upselling opportunities
- Facilitate daily ticket sales for admission to exhibitions as well as membership sales
- Manage and reconcile the wristband stock daily and issue identification wrist bands to visitors.
- Set up cash register for each shift and ring sales.
- Reconcile daily sales reports and prepare related bank deposits at end of day
- Helping customers and selling items in the gallery shop.
- Keeping shop shelves stocked, and ensuring labels and price tags are visible.
- Maintain visual merchandising standards with great attention to detail
- Daily housekeeping such as dust shelves, straighten merchandise, neaten cash wrap area, restock bags and tissue paper as needed.
- Restock sales merchandise as needed
- Assist with receiving new merchandise, ticketing, and display
- Set up cash register for each shift and ring sales.
- Reconcile daily sales reports and prepare related bank deposits at end of day
- Monitoring security at the entrance whilst open to the public.
- Offer concierge-like service for guests interested in other Joburg experiences
- Perform cash-ups on a daily basis
- Bank on a weekly basis
- Liaise with all departments on matters relating to the visitors Centre reception and ensure that required protocols are adhered to. Complete the admissions forms as prescribed
- Issue identification wrist bands to clients Collaborate with marketing to update the database
- Take general messages for staff at ConHill and forward relevant calls to them from the switchboard.

- Provide switchboard operation for ConHill on time, professionally and in accordance to the customer expectation
- Ensure that the reception area is tidy at all times, and that deliveries are directed to the correct persons or sections.
- Collaborate with marketing to update the database
- Take general messages for staff at ConHill and forward relevant calls to them from the switchboard.
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Qualification and Experience:

Grade 12 plus Relevant qualification with 1 – 2 years' experience in similar environment.

To be considered for this position, the following is considered **important**:

Knowledge

- Extensive knowledge of site, tours and exhibitions
- Completion of college or university level tourism or legal courses is preferred
- Knowledge of a second language would be an asset

Skills & Abilities

- Basic Computer Literacy.
- Good customer relations management
- Positive team player with excellent communication, interpersonal skills and conflict resolution
- Proficient organizational and time management skills and strong multi-tasking abilities able to work under limited direction
- Display strong written and verbal communication skills, including customer relations skills in dealing with museum visitors, volunteers, and staff.
- Excellent interpersonal skills required to ensure exceptional visitor service for both the public & internal guests
- Ability to establish and maintain effective working relationships with staff, volunteers, and members of the public; exercise tact and diplomacy always; demonstrate an understanding of protocol and sensitivity to cultural diversity issues
- Ability to handle stress and stay focused, even-tempered and congenial
- Ability to work in fast-paced environment; adhere to deadlines; demonstrate flexibility in meeting shifting demands and priorities.

Competencies

- Patient
- Accommodating
- Friendly
- Work well under pressure
- High standard of ethics and integrity required

- Service delivery excellence

Work Environment & Physical Demands:

- Ability to work a flexible schedule that includes nights and weekends
- Ability to work some weekends, holidays and special event hours.

Preference will be given to people with disabilities, women and under-represented groups to promote Employment Equity within the group.

The closing date for applications is **6 July 2018, 12h00 midday** and only shortlisted candidates will be contacted.

Enquiries and submissions should be addressed to recruitment@constitutionhill.org.za

Constitution Hill reserves the right to make an appointment.