

**CALL FOR APPLICATIONS: Visitor Services Coordinator
(PERMANENT CONTRACT WITH THREE MONTHS' PROBATION, GRADE C5, SALARY TBA TOTAL
COST OF EMPLOYMENT)**

Constitution Hill Development Company seeks to appoint a **Visitor Services Coordinator** to coordinate the Visitor Services Coordinator oversees all aspects of Visitor Services, tour guide management & coordination, visitor centre management, greeting and reception, admissions, program registration, statistics, information and public safety, and handling of request and referrals, ticket sales and group orientation with an emphasis on ensuring a positive and efficient visitor experience. Duties also include the day to day management of the museum shop under the supervision of the museum shop team.

Key Accountabilities:

- Transfer a learned knowledge of all things to museum guests through a thoughtful, pleasant and enthusiastic demonstration of exemplary guest service skills
- Ensure that VC staff demonstrate a consistently professional appearance and actively exemplify a professional, cooperative and courteous work attitude always.
- Ensure that VC staff provide and maintain in-depth knowledge of the museum's exhibitions, products, services, and membership programs and provides and maintain accurate information about the Museum, exhibits, programs and services. Provides outstanding customer service to all staff, visitors, and customers, including but not limited to phone, in-person, written, verbal, and electronic communication.
- 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
- Manage the online Ticketing and VC booking service for tours.
- Facilitate daily ticket sales for admission to exhibitions as well as membership sales
- Book tours for special interest groups or individuals based on their needs/ requests.
- Book group tours accurately and ensure that the necessary logistical arrangements are in place to support these.
- Processes admissions, program fees, membership fees, and various payments through a Point of Sale system; cash, debit and credit cards, and balance all intakes at the end of the day for submission to the finance department. Manage the Tour Guides and ensure professional delivery of all tours.
- Develop the monthly tour guide schedule and ensure that it is implemented.
- Ensure guides stay updated on current exhibitions and tours on a regular basis.
- Performs regular walk-through of galleries and maintain an awareness of gallery activities. Opens and closes the museum store in accordance with standards
- Manages scheduling and staffing and volunteers
- Inventory oversight including ordering, receiving and storage
- Responsible for monies resulting from sales and preparation of bank deposit for Finance Manager
- Work with the Constitution Hill Trust to develop and implement the Membership Programme.
- Actively promote the museum's programs and events by engaging guests in the membership program and other upselling opportunities. Offer concierge-like service for guests interested in other Joburg experiences
- Create meaningful connections and fulfilling experiences for guests
- Ensure emails and calls to the main phone line are processed efficiently.
- Collaborate and communicate effectively with all departments. Monthly and quarterly reporting on or Services Department activities

- Develop and manage the visitor services budget
- Organize and administer the overall operation of the VS division, and oversee the VS staff.
- Develop and document all policies and procedures relevant to all VS operations.
- Assemble and analyse relevant data, and prepare and deliver reports, detailing VS activities to management and staff
- Participate in appropriate committee activities such as attending monthly meetings and providing administrative support as needed.

Qualification and Experience:

Grade 12 plus 5 year's relevant experience. Mature with exceptional leadership skills.

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

- Proficiency in Microsoft Office
- Extensive knowledge of ConHill, tours, facilities and Constitutionalism
- Strong interpersonal and communication skills
- Leadership, People management, Decision making skills and Organisational skills
- Ability to work in an integrated environment with multiple reporting requirements
- Attention to detail, Task oriented
- Strong administration and organisational skills

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.