**Casual Tourism Assistant**

*To deliver a quality service for all visitors at Worcester’s Tourist Information Centre.*

**We are looking for someone who has:**

* Customer service experience
* Good written and verbal communication skills
* Computer literacy with good keyboard skills
* Good time management and personal organisation skills
* Accuracy and attention to detail
* Knowledge and understanding of retail

**Main duties:**

* To provide an efficient, friendly information service to locals and visitors in person, by telephone and email in the Tourist Information Centre.
* To be proactive in the promotion of Worcester and Worcestershire ensuring visitors are aware of the city’s attractions, events, and activities.
* To assist with Tourist Information Centre duties including upkeep of visitor displays, notice boards, leaflet ordering, stock control, pricing, display, and merchandising.
* To act as keyholder when required plus activate and deactivate TIC alarm system.
* To check stock deliveries, price, store correctly and complete the necessary paperwork.
* To promote the sales of souvenirs and publications to achieve budgetary targets.
* To have the flexibility and willingness to work weekdays and weekends, bank holidays and to cover sickness at short notice.
* To operate the till and card machine procedures accurately.
* To carry out beginning and end of day procedures.
* Ensuring fire precautions are observed including knowledge of the location and use of firefighting equipment and to have an awareness of emergency procedures appertaining to the premises.
* To undertake Stock Take when required.
* Wearing appropriate dress and appearing clean and smart on duty.
* To assist with the recording of agency sales.
* To work in the TIC Pop up Gazebo plus other stands at events when required.
* To assist in keeping the Tourist Information Centre clean and tidy.
* To keep updated with all new literature and information and maintain a good working knowledge of all procedures and processes.
* To work closely with other team members to complement and support the organisation’s delivery and development.
* Any other duties as directed by the Tourist Information Centre Manager.
* To ensure that relevant information is entered onto the organisations databases in a timely manner.
* To always work within the organisations Health and Safety policy and ensure so far as is reasonable that safe working practices are established, maintained, and followed and to be responsible for herself/himself and others in accordance with the Health and Safety at Work etc. Act 1974.
* To undertake any other reasonable duties or training commensurate with the post.
* Assist the Tourist Information Centre Manager on any specific business process reviews to review processes and procedures to identify and implement service improvements including the compilation of standard administrative and service-related procedures.
* To assist team members in the delivery of improvements to practices, procedures and means of reporting in the delivery of the Tourist Information Centre at Worcester.