

## Job description - Visitor services assistant (PB7)

### Job summary

You play a key role in creating outstanding and memorable experiences for all our visitors. You will provide visitor information, respond to enquiries with enthusiasm and expertise, making sure we meet the needs of every customer where possible. You will help keep our visitor facilities clean, safe and accessible. You will take opportunities to promote Forestry England's work including events, membership, legacy giving and volunteering.

### Key responsibilities & accountabilities

As Visitor Services Assistant, you will operate our visitor welcome area, handling cash and credit card sales, and proactively selling Forestry England memberships.

- help give information and deal with enquiries from customer in an inclusive, positive and friendly manner.
- help maintain clean and welcoming public areas for our visitors to enjoy.
- be willing to train in first aid and provide assistance when needed, contributing to safe and effective visitor support services.
- follow set procedures for cash handling, risk assessments, and customer service, ensuring consistency and efficiency.

And any other tasks, reasonably requested your line manager.

### Skills, knowledge & experience

#### Essential professional and technical experience

- experience in delivering excellent customer service both in-person and via a variety of digital platforms.
- proven ability to work as part of a team.
- practical understanding or a willingness to learn about health & safety best practices and a commitment to a positive health and safety culture in an outdoor environment.
- competent IT user with experience in MS Office suite of applications.

#### Desirable professional and technical experience

- experience of operating electronic admissions or retail till systems.
- experience of undertaking cash handling duties.

### Qualifications

#### Essential

- a GCSE in Maths and English or functional skills equivalent.

