Chesterfield Borough Council
JOB DESCRIPTION

POST TITLE Visitor Information and Sales Assistant
GRADE 4
POST NO.
SERVICE Regeneration
LOCATION Chesterfield Visitor Information Centre
RESPONSIBLE TO Visitor Information & Museums Supervisor

RESPONSIBLE FOR

MAIN PURPOSE OF JOB
To welcome visitors to the Chesterfield Area, provide them with information and services to enhance the quality of their visit, and to be an ambassador for the town including Chesterfield Theatres.

DUTIES AND RESPONSIBILITIES
Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1. Provide a comprehensive and high quality information service on Chesterfield and the surrounding area to both residents and visitors, in person, by telephone and by electronic means.

2. Sell services and tickets for Chesterfield Theatres.

3. Encourage people to visit Chesterfield, stay longer in the area, make the most of their visit and contribute to the town’s economy.

4. Sell a range of publications, souvenirs, theatre tickets, coach tickets and other items as appropriate

5. Ensure that all sales are accurately recorded and reconciled, in accordance with the Council’s financial regulations.

6. Operate the Destination Management System and undertake database maintenance, and to utilise the Content Management System for the Chesterfield tourism website.

7. Input data for events, places to eat, retail outlets, attractions and accommodation.

8. Provide general tourist information on the United Kingdom to both residents and visitors.

9. Maintain and develop information retrieval systems, and ensure adequate stock levels of promotional literature and saleable items.
10 Ensure that all display areas, including the retail display, are up to date, tidy and attractive.

11 Attend travel shows/exhibitions as requested.

12 Undertake general administration duties.

GENERAL

1 To be aware of the Tourism, Museums & Events Service’s Fire Policy and Emergency Evacuation Procedures, and to undertake the duties and responsibilities required by them.

2 To be aware of, and comply with, the Tourism, Museums & Events Service’s Health and Safety Policy.

3 To be aware of, and implement, the Council's Equalities & Diversity Policy.

4 To comply with the Council's ICT policy.

5 To undertake any other duties and responsibilities that are commensurate with the grade and level of the post.

SPECIAL FEATURES OF POST

1 You may be required to carry out those duties at your present workplace or at another Council site.

2 Working regular Saturdays and Bank Holidays, and some Sundays and evenings, as required.

3 Working additional shifts or amending regular rotas to cover holidays, training and sickness absence.
PERSON SPECIFICATION

POST TITLE  Visitor Information and Sales Assistant

SERVICE  Regeneration

SKILLS/KNOWLEDGE/ABILITIES

Essential

1. A positive and enthusiastic attitude and the ability to communicate effectively, both in writing and orally
2. A good general knowledge of Chesterfield and the surrounding area
3. To be able to work on own initiative and as part of a team
4. Good numeracy skills with an attention to detail
5. Good IT skills and a knowledge of Microsoft Office
6. An interest in the history of Chesterfield
7. An adequate knowledge of the geography of the United Kingdom

Desirable

1. A second language (including British Sign Language)
2. Ability to work with databases

EXPERIENCE

Essential

1. Previous work in a customer care environment
2. Previous cash handling experience

Desirable

1. Previous work in a visitor information centre
2. Previous experience using Databox

QUALIFICATIONS/TRAINING

Essential

1. Good level of general education

Desirable

1. St John Emergency Aid for Appointed Persons
2. RSA Stage II typing/word processing or equivalent