



<b>Job Title:</b>	Customer Service Advisors x 2
<b>Hours of Work:</b>	3.00pm – 9.00pm Hours will be worked on a rotational 3 days on 4 days off, 4 days on 3 days off basis inclusive of weekends.
<b>Contract Type:</b>	Casual Fixed-Term from 25 September 2017 to 29 October 2017
<b>Location of Work:</b>	Customer Service Kiosk based in Fishers Hotel, Pitlochry
<b>Hourly Rate:</b>	£8.50 per hour
<b>Responsible To:</b>	Head of Marketing

### About the Enchanted Forest

From 28 September to 29 October, set amidst stunning Autumn woodland Loch Dunmore within Faskally Wood comes alive for an extraordinary month of sound and light.

The event brings a huge economic and social benefit to Highland Perthshire, with our event in 2016 attracting 70,000 visitors.

Visitors meet outside Fishers Hotel in Pitlochry where they are transferred by bus to the Enchanted Forest. During their bus transfer, visitors listen to recorded information, setting the scene for the enchantment that awaits them.

### Role

This is an exciting opportunity to join our Enchanted Forest team. This is a customer facing role and you must have a passion for providing outstanding customer service and have excellent interpersonal, communication and problem-solving skills to allow you to deal effectively with customer enquiries, ticketing queries and occasionally complaints.

This role will also require you to issue tickets in conjunction with our ticket sales distributor, SEE Tickets, and therefore you will have a sound working knowledge of App based technology and feel comfortable using an iPad mini, laptop and printer.

### Key Responsibilities and Duties

- Engaging with our visitors, answering questions and queries and offering additional information to ensure they have an outstanding experience.
- Dealing with customer enquiries, issues and complaints in a polite, tactful and calm manner.
- Ensuring the efficient operation of the ticket management software, including resolving issues for customers who have lost or damaged tickets.
- Resolving ticket exchanges (subject to availability) to customers who may have arrived to attend the event on the wrong day.
- Assisting customers with queries regarding specific access requirements.
- Processing and maintaining appropriate paperwork relating to customer queries and complaints.
- Working closely with our Departures team to ensure all visitors meet the correct ticketing requirements.
- Downloading daily show data in a timely manner onto hand held consoles for the Departure and Arrival team.

## Person Specification

		Essential	Desirable
E1	Previous experience within a customer focused role	✓	
E2	Excellent communication and interpersonal skills with people of all ages.	✓	
E3	A knowledge and passion for providing excellent customer service	✓	
E4	Ability to handle complaints in a calm manner with a solution focused approach.	✓	
E5	Ability to remain calm, rational and objective.	✓	
E6	A flexible, reliable, honest and pro-active approach.	✓	
E7	Passion for contributing positively to a team	✓	
E8	A positive and professional attitude.	✓	
E9	Flexible attitude to working practices and demands	✓	
E10	Be a self-starter who can work unsupervised to high standards with good attention to detail	✓	
E11	Sound IT skills with the ability to learn and operate computerised systems.	✓	
D1	Good knowledge of the local area.		✓

### Additional Information - Training

On-site training will be provided to you from SEE Tickets on amending, checking and issuing tickets and ticket consoles.

You **must** be available to attend **both** training nights on the following dates and times:

- Monday 25 September 7pm to 9pm in Fishers Hotel, Pitlochry
- Tuesday 26 September 6.30pm to 9.30pm onsite in Faskally Woods

### Additional Dates

Prior to the event officially opening to the public on Friday 29<sup>th</sup> September, we will be showcasing the event on the following dates:

- Wednesday 27 September – Press Night
- Thursday 28 September – Charity Evening

For every ticket sold for our Charity evening, all proceeds are donated to this year's officially nominated charities which are; Tayside Mountain Rescue, Alzheimer's Scotland and Giraffe.