

Job Description

Job Title:	Customer Service Advisors
Hours of Work:	3.00pm to 9.00pm Hours will be worked on a rotational basis inclusive of weekends.
Contract Type:	Casual Fixed-Term from 30 September 2019 to 3 November 2019
Location of Work:	Customer Service Kiosk based in Fishers Hotel, Pitlochry
Hourly Rate:	£9.00 per hour
Responsible To:	Overall: Customer Services – Volpa Evenings of Event: Departures Manager with additional support provided by Event Manager

About the Enchanted Forest

From 30 September 2019 to 3 November 2019, 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 2018 attracting over 80,000 visitors.

Visitors meet 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 you must be confident working with all aspects of technology and feel comfortable using an iPad 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 pre-paid ticket collection point, inclusive of issuing tickets to customers that have opted to collect on the day or have lost or damaged tickets.
- Issuing 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.
- Cash handling inclusive of processing cash payments, recording and preparation for banking.

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	Numerate and previous handling experience.	✓	
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 which will be held on the evenings of:

- Monday 30 September 2019
- Tuesday 1 October 2019

Time and locations of the training are still to be confirmed.

Additional Dates

Prior to the event officially opening to the public on Friday 4 October 2019, we will be showcasing the event through 2 preview nights which will be held on the following dates:

- Wednesday 2 October 2019
- Thursday 3 October 2019

This year's officially nominated charities are; The Bumble Bee Conservation Trust, PKAVS and Guide Dogs (Scotland).