

Job description

Job title: Tourism Assistant
Grade: Dorset Council Grade 4
Job evaluation reference: IC701
Job family: Information and Culture

Purpose and impact

1. To assist with the day to day running of the Tourist Information Centre.

Key responsibilities

2. To assist with the day to day operations of the Tourist information Centre including retail; stock control for resale; secure handling, control and banking of collected cash; ticket agency and booking services
3. To be responsible for attending to all types of enquiries
4. Maintaining and updating information systems, paper and electronic, including the DMS and visitor sign network
5. Collation of accurate statistics as required
6. To provide an effective and friendly service; maintaining good working relationships

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

7. Reporting to: Tourist Information Centre Manager
8. Responsibility for: N/A

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under ['Working for Dorset Council'](#).



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

Qualifications/ training/registrations
Required by law, and/or essential to the performance of the role
1. GCSEs (or equivalent) to include Mathematics and English at Grade C or above or demonstrable experience in a similar environment
Experience
2. Working in a team environment in a customer service role
3. Serving a high volume of customers effectively in person and by telephone
4. Using computer systems in a work context and the use of websites and other digital media to provide services to customers
Skills, abilities & knowledge
5. Local Knowledge
6. Competence in computer systems, including Microsoft Office, web applications and social media and a commitment to develop and maintain digital skills and awareness of new technology
7. Excellent communication skills using a variety of customer access channels
8. Organisational skills and ability to prioritise own workload with minimal supervision
9. Ability to work as part of a team, showing willingness to assist others with a commitment to meeting the objectives of a team
10. Knowledge or experience of the tourism industry
11. Confident when dealing with customers and enthusiastic with good interpersonal skills
12. Customer focussed approach displaying tact, diplomacy and the ability to influence customer behaviour
Behaviours
13. Respect
14. Responsibility
15. Recognition
16. One Team: Collaboration

Approval			
Manager		Date	11/04/2019

