



JOB DESCRIPTION

Title:	Visitor Operations Host: Admissions and Reservations
Reports To:	Jorvik Group Admissions & Reservations Team Leader
Salary:	£10.50 per hour
Holiday:	Pro rata per hours worked
Hours of Work:	Various, weekends and bank holidays included.

Key Purpose of Role

To facilitate the smooth and efficient daily running of the Jorvik Admissions and Reservations Department.

Key Tasks

1. To handle incoming telephone, e-mail enquiries and bookings for all Jorvik Group attractions and events.
2. To provide a warm welcome to all of our customers and ensure the smooth, accurate, and efficient, processing of our customers by use of a programmed till.
3. To deliver excellent customer service at all times through the provision of a courteous, efficient, and helpful, service to our guests and to deal with queries, compliments, and complaints, in a positive manner.
4. To follow the defined procedures and standards with regards to efficient and accurate cash handling and cash security.
5. To provide a high standard of housekeeping within the Admissions area by keeping the area clean and tidy.
6. To ensure that Reservation guidelines are adhered to, i.e. group sizes, timeslots, etc. To send out all relevant booking documentation, and update information as and when necessary.
7. To assist with the control and flow of customers entering the Jorvik Viking Centre whilst observing Health and Safety guidelines.
8. To assist with the booking of specialist groups and individuals in accordance with procedures and Health and Safety guidelines.
9. To provide information on and follow all access policies and procedures for all attractions across the group.
10. To produce and process daily financial reports with regards to pre-bookings and in line with daily procedures as directed by your Team Leader.

11. To organise the initial stages of workshop / outreach / 'Skype' bookings and co-ordinate with the Head of Interpretation and Visitor Operations Manager to ensure availability and staffing.
12. To up-sell all of the Trusts sites, including the Pastport option, and events.
13. To upsell, promote, and maximise, secondary spend such as guidebooks, education packs, retail, coinstrike, workshops, outreach and educational talks.
14. To promote and process gift aid, and to take all relevant details, ensuring that these are committed to the Digi ticket/K3 system.
15. To assist with the varying admin functions associated with the Admissions and Reservations Department such as the logging of Pastport and Medieval Pass customers and voucher reconciliation.
16. To monitor stock levels of leaflets, guidebooks, till rolls, and other consumables, reporting any perceived shortages to the Team Leader.
17. To act as a general "point of contact" whilst working in Reservations and to provide information, take messages, and re-direct calls as required.
18. To deal with general e-mail enquiries received by the Jorvik Group providing information by return, where appropriate, or passing the email on if required.
19. To participate fully in the training programme as specified.
20. To attend any meetings / training sessions outside business hours as specified by management.
21. To carry out any other duties of a similar nature as may be reasonably requested by the management.
22. To ensure you follow Covid guidelines in place for staff and customer safety.