

## **Visitor Centre Assistants – Seasonal Appointments for 2016**

Flexible hours of work to suit multiple job shares. Candidates can state their preferences in the Application Form

### Hours to cover

- Monday to Friday 12-2pm and 4-6pm April to September
- Saturday cover 4-6pm June to Sept
- Saturday cover 10-4pm May weekend, Easter & October holidays
- Sunday cover 3-5pm July & Aug

### Place of Work

- The Visitor Centre, The Carnegie Courthouse, Castle Street, Dornoch.

### Job Description

- Assist Highland Council staff to provide visitor information
- Promote all Dornoch & the surrounding area has to offer
  - attractions
  - shops
  - eat & drink
  - accommodation
  - events
  - activities
- Engage with visitors
- Provide directions
- Act as a keyholder

### Person Description

- Excellent customer service skills
- Pleasant and friendly manner
- Listening & questioning skills, both face to face and on the telephone
- Good knowledge of local area
- Good knowledge of website, signage, map & mobile app
- Ability to work calmly and efficiently under pressure
- Smart appearance
- Basic IT skills

### Training will be given

- WorldHost Ambassador & Discover Dornoch Course

### Line Management

- DACIC Marketing Development Officer (Lucy Williams)

### Further Information

- DACIC Chair (Joan Bishop) [joan.bishop@outlook.com](mailto:joan.bishop@outlook.com)
- Posts funded by the Coastal Communities Fund