



Job Description

Job Title	Seasonal Visitor Centre Assistant
Location Of Job	Montrose Basin Visitor Centre
Dept/Region	Business Marketing & Development
Reporting To	Regional Visitor Centre Manager, Perthshire & Angus

Job Purpose

To help maximize membership recruitment and sales whilst promoting the work of the Scottish Wildlife Trust to visitors to the Montrose Basin Visitor Centre and Wildlife Reserve.

Main Duties

1. Provide a welcoming front-of-house customer care service at this flagship visitor centre's reception and exhibition area.
2. Promote the work of the Scottish Wildlife Trust and encourage membership recruitment and retention.
3. Facilitate day-to-day duties including; opening up, interpretation tours, visitor analysis and cashing up.
4. Cover for Visitor Centre Assistant Manager and Visitor Centre Assistant on day's off, holidays etc.
5. Provide Visitor Centre Manager with regular stock updates and order requirements.
6. Raise the profile of SWT and Montrose Basin Visitor Centre & Reserve by providing effective and innovative information.
7. Supervise visitor centre volunteers in the absence of permanent Visitor Centre staff.

Key Internal & External Contacts

- Regional Visitor Centre Manager, Perthshire & Angus
- Assistant Visitor Centre Manager and Visitor Centre Assistant
- Reserve Manager and Ranger
- Volunteers

- Members of the public, local schools, clubs etc
- Retail Suppliers
- Membership Dept, HQ
- Accounts Dept, HQ

Personal Specification

Essential

Experience

- Working in a retail/sales/tourism environment
- Cash handling
- Reception environment
- Dealing with telephone enquiries

Skills and Abilities

- Basic IT
- Good communication skills

Knowledge

- Local area and Montrose Basin Wildlife Reserve
- General natural history

Attributes

- Flexible approach to work (due to regular weekend working)
- Creative and innovate
- Ability to work with minimum supervision

Desirable

- Driving Licence

Date	18 January 2016
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Position	Regional Visitor Centre Manager, Perthshire & Angus