

## **JOB DESCRIPTION**

**JOB TITLE:** Entrance Assistant

**DEPARTMENT:** Entrance

**RESPONSIBLE TO:** Directors, Operations Managers & Office Manager

**WAGE:** Discussed at Interview Stage

### **JOB PURPOSE:**

To warmly greet visitors to the Park, taking payments, operating tills, dealing with paperwork and controlling the access to the Park

### **CONDITIONS:**

Woodlands is a busy 100acre Leisure & Caravan Park. The Park has 3 main catering areas, ice-cream shacks, 2 shops and numerous attractions in the Leisure Park: Watercoaster ride, Toboggan ride, Empire of the Sea Dragon Indoor Play Area, the Masterblaster & Circusdrome Play Area, Pedal Boats, Bumper Boats, Tug Boat Ride, Dune Buggies ride, Polar Pilots ride, Avalanche ride, Farmyard Ride, Arctic Gliders ride, Falconry Centre, Zoo-Farm, Swing Ship, Ninja Towers, Mirror Maze & the Safari Adventure Golf. There are between 1 and 5 members of staff manning the entrance kiosks depending on the time of year. The Leisure Park is at its busiest during the main summer months, particularly the Easter, Whitsun & Summer school holidays.

### **HOURS:**

The hours vary according to the time of year to ensure the smooth operation of the Park; the start time is 9am and the finish time is approximately 4.30/5.00 pm at quiet times, 5.30/6.00 pm in the summer season. The wage would be discussed at the interview. Due to the nature of the Tourism Industry it is important that all staff have a flexible approach to their work and be prepared to work Bank Holidays and at least one weekend day. There are a total of 28 days holiday per year, holidays cannot normally be taken during the school holidays or on Bank Holidays as these are our busiest times. There is a half an hour lunch break. There is the opportunity to purchase food for lunch with a 50% discount.

### **SKILLS:**

1. The ability to communicate clearly & confidently with staff and members of the public of varying ages.
2. To be able to explain pricing structures and the Park's attractions to members of the public who may have different levels of abilities.
3. High level of numeracy and clerical skills.
4. Excellent customer service skills.
5. Computer literate.
6. The ability to work alone or as part of a team.
7. Common sense and initiative.
8. Methodical approach with good attention to detail.
9. Cheerful personality with a 'can-do attitude'.
10. Able to work flexible hours.
11. The ability to remain calm, level headed, polite and sometimes assertive in demanding situations.

### **WORK TASKS/DUTIES**

1. To prepare the entrance kiosk for the day ahead, collecting tills & paperwork from the main office.
2. After training, to efficiently deal with all paperwork such as vouchers, discounts, group bookings, invoices, the issuing of season tickets and filing.
3. To clearly explain the pricing structure and attractions to members of the public, taking payments and operating the tills.
4. Using the computerised ticketing system to check and redeem tickets.
5. To control access to the Park, this involves assessing people's real purpose and intentions.
6. Help customers with their queries, giving directions and dealing with problems which may arise.
7. Reporting customer feedback to the Managers.
8. Making up packs of information.
9. Ensuring that there is a plentiful stock of leaflets and stationary
10. Carrying out the closing down procedure at the end of the day.
11. Other duties that may arise.