**Montgomeryshire Wildlife Trust**

**JOB DESCRIPTION**

**Post:** (Dyfi Wildlife Centre) Visitor Reception Officer

**Reporting to**: Dyfi Wildlife Centre Manager

**Contract:** 6 months, Full Time, £23,000 Pro Rata

**Place of work:** Dyfi Wildlife Centre**,** Cors Dyfi Nature Reserve

**Statement:** The Dyfi Wildlife Centre (DWC) Visitor Reception Officer is responsible for the development and smooth operation of the Centre’s reception area. They will provide the first point of contact for visitors in a professional and friendly manner. Supporting and overseeing the volunteers (in coordination with the DWC Manager) to ensure visitors receive the highest level of customer service possible. Ensuring the gift shop is tidy and restocked, working with the Retail Manager.

**Main duties:**

* To serve as the lead customer service contact at the reception area, including answering questions, welcoming, and other customer communications
* Based in the reception/shop desk, support and motivate the shop and reception volunteers in coordination with the DWC Manager
* Train volunteers on the EPOS till system and shop products
* Act as a liaison between the reception/shop and all other departments, communicating relevant information to the volunteers and staff as needed.

**Additional Duties:**

* Responsible for keeping the reception area clean, neat and orderly.
* As required take responsibility for day to day operations of the Dyfi Wildlife Centre including: opening up, using the till system, cashing up, closing up and cleaning as required.

**Brand and profile:**

* Advocate and promote the work of MWT in general and to encourage people to become members of the Trust.
* Promote the Dyfi Wildlife Centre, Dyfi Osprey Project, Cors Dyfi reserve, MWT and the Wildlife Trusts as a whole

**Other factors**

* Normal working hours are between 9:30am and 5:30pm with 1-hour lunch break. The nature of the post requires regular weekend and some evening commitments.  These are regarded as an integral part of the DWC Visitor Reception Officer responsibilities.
* There are no undue physical requirements integral to the post
* The job requires the use of computers for data handling and word processing.

**General**

The ability to work within the small staff team is essential, as is the ability to manage, enthuse and generate volunteer support, which will be fundamental to the success of the project going forward. A mature and diplomatic approach is essential.

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| **Criteria** | **Essential** | **Desirable** |
| Excellent customer service skills with the ability to communicate at all levels | X |  |
| Experience of working in a visitor centre and/or wildlife attraction |  | X |
| Experience in working with volunteers |  | X |
| Ability to communicate bilingually, written and spoken in Welsh / English |  | X |
| Some knowledge of the work of MWT/DOP and The Wildlife Trusts. | X |  |
| Knowledge of the local area and community. |  | X |
| First Aid Certificate |  | X |
| Experience of Cash Handling and use of an EPOS till System | X |  |

**Contact:**

Dyfi Wildlife Centre Manager

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