

Welcome Centre Assistants – Permanent, Full-Time Work & Casual Hours Available

We are currently looking for people to join the Welcome Centre Team at our Award-Winning Zoo.

Dealing with sales of day tickets, memberships and experiences and ensuring the smooth entry of visitors, you will be part of a department providing administrative support to the site and dealing with enquiries, both face to face and via telephone/email.

We want people with the ability to work in a fast-paced environment, be passionate and knowledgeable about our products and who can greet everyone with a genuine smile and connect with customers and make them feel valued.

Friendly, courteous and helpful behaviour should come naturally to you and you'll be expected to work both as part of a team and independently. Good communication skills (attentive listening, verbal communication and eye contact) are essential, as is the willingness to work flexible hours, including weekends, Bank Holidays and during school holidays.

Duties include:

- Working on the tills and dealing with cash and credit/debit card payments on a daily basis, able to process payments confidently and correctly; effectively “upselling” any add-ons, daily promotions or targeted sales
- To effectively explain and promote to customers the benefits of Gift Aid, ensuring a high percentage of visitors register accordingly
- Working in partnership with other team members ensuring events, adoptions and experiences are purchased, processed and booked appropriately
- To deal with customer queries, complaints and requests, ensuring all are dealt with satisfactorily and providing a world class levels of service
- To perform general administration duties to include emails, letters, production of signs

In return you will receive above National Minimum Wage, full uniform, a range of staff discounts/benefits and the opportunity to be part of Hertfordshire’s number one visitor attraction (shifts can be 4-8 hours, generally between 09.00-18.15, to cover 7 days a week).

To apply please email your CV and covering letter (including what days/hours you are available to work and whether you are looking for Permanent or casual work) to:
hr@pwpark.com

(We reserve the right to close the vacancy early depending on the number of applications received, so encourage you to submit your details as soon as possible if you are interested)