



Job Vacancy Information Pack

Post: Guest Experience Contact Centre Assistant

Job Reference: EX664 (please quote on application form)

This pack contains all the information you need to know when applying for a vacancy at Yorkshire Wildlife Park, included in the sections below:

1. Important Information
 - Useful information about the recruitment process, equal opportunities, company & departmental information.
2. How to apply
 - Accepted methods of application and how to submit.
3. Application form
 - Yorkshire Wildlife Park encourages green practices. Please reduce your ecological footprint by completing the form electronically and returning via email.
4. Job Description
 - A breakdown of the vacancy and what is expected from the successful applicant.
5. Job and Person Specification
 - A list of essential and desirable criteria for the post.

Important Information

The Organisation

Thank you for your interest in our advertised vacancy. Since its opening in 2009, Yorkshire Wildlife Park has evolved to become the UK's number 1 on-foot safari. We feature walkthrough exhibits that take the guest directly into the world of the animals. A dynamic centre for conservation and welfare, the park currently has around 400 animals across 70 different species. We aim to provide a quality, value for money experience that excites and inspires our guests.

Equal Opportunities

Yorkshire Wildlife Park is committed to equal opportunities in all aspects of recruitment and employment.

Job descriptions and person specifications define the qualification, experience and other skills required for the post and will only include those factors which are necessary and justifiable on objective criteria for the satisfactory performance of the job.



As part of our commitment to equal opportunities, we are monitoring job applications for equality purposes. To help us in our endeavours we ask you to complete an equal opportunity monitoring form at the end of the job application form. The equal opportunity monitoring form will be detached from your application form, stored separately, and used solely to provide statistics for monitoring purposes.

Yorkshire Wildlife Park's Mission Statement

To create a dynamic, interactive experience and regional centre of excellence for the conservation of biodiversity globally and locally that is sustainable both for the environment and the business. To promote a wider understanding of the natural world and inspire generations to support and protect the world around them.

Guest Experience and Contact Centre at Yorkshire Wildlife Park

The Guest Experience and Contact Centre Department is responsible for the welcome and admission of all visitors to the park. The department handles face-to-face enquiries, selling and administering annual memberships and selling animal experiences. The work carried out by the department also covers all potential customer experience prior to visiting Yorkshire Wildlife Park and the team strive daily to exceed customer expectation. The department is responsible for ensuring friendly and professional communication is made in a timely manner and plays a pivotal role in driving the business.

Use of Curriculum Vitae (CVs)

Our policy is to recruit and employ our employees on the basis of their suitability for the vacancy.

An application form allows us to compare individuals based on the same criteria and as such we do not accept a CV unless it is accompanied by a fully completed application form.

Shortlisting

To ensure that the people we employ are matched to the role and our business aims we operate a robust shortlisting procedure which involves a two-stage interview process. Candidates should ensure before they apply for a position with YWP, that as a minimum they meet the essential criteria outlined in the person specification and are available to attend interviews on the dates outlined on the job specification.

Due to the volume of applications we receive, it is our policy not to inform candidates who have not been shortlisted to the interview stage. If you do not hear from us within one month of the closing date, we will have decided not to take your application any further.

Pre-employment Checks

All offers of employment are made subject to the following criteria:

Proof of eligibility to work in the UK and two satisfactory references.



How to Apply

All applicants are required to fully complete the YWP application form in order to be considered for any vacancy. You should refer to the person specification when completing Section 5 of the application form as this is the criteria we use to measure you against.

Complete application forms should be returned to the HR Department by midnight of the closing date specified. Late applications will not be accepted under any circumstance.

Yorkshire Wildlife Park promotes green practices, please support us in our endeavours by completing the application form electronically and returning via email.

A CV can be used as a supportive document to the application form but cannot be used to replace any part of the application form. Applicants who have used their CV to replace parts of the application form will have their application rejected.

Complete application forms should be returned to the HR Department via email:

recruitment@yorkshirewildlifepark.com

Application Form

The YWP application form is available to download from the vacancies page of our website in pdf and word format.



Job Description

Job Title: Guest Experience/ Contact Centre Assistant

Reporting to: Guest Experience/ Contact Centre Supervisor

Department: Guest Experience and Contact Centre Department

Primary Responsibilities

To ensure all customers are dealt with efficiently and professionally by handling payments and ticketing in an efficient and accurate manner. Ensure all bookings are recorded accurately and payments collected promptly. To promote experiences, annual membership, and adoptions wherever possible. To be responsible for creating a positive and professional impression of Yorkshire Wildlife Park.

Key Work Objectives

- Responding to all incoming calls, emails, web messages and social media enquiries.
- Ensure all visitors are greeted on arrival and issued with information relevant to their visit.
- Assist in the continued development of group and experience booking processes.
- Responsible for admitting guests and selling tickets for park admission efficiently and accurately.
- To assist in the monitoring of adoption and animal experience sales.
- Create quotes, orders and invoices where required.
- Work in a variety of locations across the park throughout the day, in all weather conditions.
- Manage any queues on busy days in a friendly and efficient manner
- Outbound calling to promote sales opportunities to current visitors and potential customer groups.
- Administration of the booking system in regard to products and events.
- Upsell products confidently, developing a positive relationship with our guests.
- Responsible for using tills and computer systems accurately, as directed.
- Make sure that each guest receives great customer service, that is tailored to their needs.

General

- Maintain high levels of professionalism, service and personal appearance.
- Undertake any other reasonable duties which may be requested of you by the management team.
- To be responsible, along with other staff members, for compliance with health and safety regulations for yourself, other staff and visitors.



Job Specification

Job Title:	Guest Experience/ Contact Centre Assistant	
Reporting to:	Guest Experience/ Contact Centre Supervisor	
Working Hours:	7 hours (one weekend day every weekend). Working hours will be scheduled in accordance with business requirements and may include bank holidays and evening work.	
Hourly Rate:	Age 16-17 years	£9.20
	Age 18-20 years	£10.05
	Age 21+ years	£12.25
Contract:	Permanent (subject to the successful completion of a probationary period)	
Purpose of role:	To use a variety of communication methods to provide an exceptional customer service experience.	

Main Duties & Responsibilities:

- Utilise a variety of communication channels to answer customer queries.
- Consistently deliver exceptional guest care, exceeding expectations wherever possible.
- Upsell Yorkshire Wildlife Park products relevant to the enquiry.
- Responsible for admitting guests and selling tickets efficiently and accurately.

Candidate:

- Self-starter with the ability to work on own initiative.
- Excellent interpersonal skills.
- Happy to work outdoors in all weather conditions
- Customer service centric approach to work.
- Excellent verbal and written communication skills.
- Thrives working in a very busy, fast-paced environment.
- Must be flexible and able to work during our peak times which include weekends, bank holidays and school holidays.

Start Date: As soon as possible

Closing date for applications: the position will remain open until sufficient relevant applications have been received.



Person Specification

Job Title: Guest Experience/ Contact Centre Assistant

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Working in a customer service environment	E
Working in a sales environment	D
Working towards call centre KPI's	D
Upselling products and services	D
Operating a till	D
Skills/ Abilities	
Excellent communication skills both written and verbal	E
Personable and enthusiastic	E
Competent with the basic use of Microsoft Excel and Word	E
Excellent telephone manner	E
To multitask and organise multiple jobs at any one time	E
Flexible approach to varying indoor and outdoor working environments	D
Ability to thrive working in a fast-paced, commercial environment	D
Knowledge	
Administration of a booking system	D
Knowledge of till operation and cash handling	D
Qualifications	
Maths – GCSE grade C or above (or equivalent qualification)	D
English – GCSE grade C or above (or equivalent qualification)	E
Accredited customer service qualification	D