

VISITARRAN CUSTOMER SERVICES ASSISTANT

Please note this position is a fixed term contract until April 2024, with potential for continuation.

- Hours: 0.4 FTE
- Salary: £20K-£25K pro rata
- Closing date: 12 noon on Thursday 30th June 2022 .
- Interviews will take place week commencing 11/7/22

Applications should be emailed to sheila@visitarran.com, and compose of:

- Covering letter
- Updated CV
- Two referees.

Job Description & Personnel Profile

Role:

- Provide appropriate Customer Service and Administrative support for VisitArran and associated agencies

Reporting:

- Report directly to the Chief Executive of VisitArran on a regular basis as agreed regarding day to day work responsibilities
- VisitArran Board has the overall line management for all staff roles

Scope of the role

The Customer Services Assistant will

- Ensure that all communications from all sources are answered positively within as short a timeframe as possible.
- Always give an estimated response time and alternative point of contact if unable to assist directly.
- Answer satellite phone and respond to voicemails as required.
- Assist in co-ordinating meetings calendars, minuting meetings, and assisting with preparation of any required paperwork
- Assist with preparing reports for VisitArran partners, directors and stakeholders as appropriate
- Assist with maintaining and cataloguing all historical and archive VisitArran information for future reference
- Assist with maintaining business and customer facing databases

- Keep VisitArran visitor information documents up to date as required.
- Create and develop new visitor information as required to suit visitor demand, in line with VisitArran brand guidelines.
- Assist with production and distribution of VisitArran's Island Guide magazine and other media as required
- Assist with customer queries at any events.
- Support development of the VisitArran website and digital information resources as required.
- Stock and organise the ferry information desk to provide a great information resource for visitors and fair circulation of literature from partner businesses.
- Ad hoc work for the Arran Trust as required.

GENERAL

- Commitment to the VisitArran Code of Conduct – see below
- Always promote the work of VisitArran and associated agencies appropriately and positively as required.
- Assist with projects as agreed by Directors
- Other relevant duties as required by the Board of VisitArran

PERSONAL ATTRIBUTES AND SKILLS

Essential attributes

- Excellent communication skills
- Positive approach to working remotely
- Ability to work flexibly, including evenings and weekends as required
- Good knowledge of the island, communities and people of Arran
- Flexible and proactive approach to scheduling and completing tasks
- Attention to detail
- Ability to work under pressure
- Ability to work on own or as part of a team
- A reasonable level of fitness to assist with light manual handling
- A positive open minded and pro-active approach
- Computer proficiency eg standard Microsoft packages, website familiarity

Desirable attributes

- Knowledge and understanding of the Scottish Tourism Sector
- Previous tourism experience
- Driving license and own transport

VisitArran Ltd – CODE OF CONDUCT

In order to achieve the full potential of partnership working, staff and partner businesses commit to the following:

1. Adhere to the brand values for the destination
2. Work in an open and ethical way with true spirit of partnership in order to maximise the benefits to the destination
3. All marketing and PR communications for the destination will be positive and consistently delivered in line with the brand values

4. Maximise any PR opportunities for Arran through delivery of a good quality experience which meets and exceeds customer expectations assisting in developing the potential for repeat visits and recommendations
5. All employees and voluntary Directors have the right to be treated with consideration, dignity and respect.
6. Commit to significant new detailed market research and the sharing of information on consumers and trends in order to better inform decisions
7. Supporting staff development – improving knowledge of the destination and providing better customer service as a result
8. Ensure an appropriate balance between commercial business, environment and wider Arran community
9. Maximise the opportunity to cross refer business whilst being respectful of the fact that individual businesses have commercial sensitivities
10. Any issues associated with destination management should be always be discussed within VisitArran rather than being aired within the business and wider community
11. Support the development of VisitArran by being Ambassadors for the Partnership