Rediscovery Centre, Tour Guide & Visitor Engagement Officer

The rediscovery Centre is an eco-destination and the national centre for the circular economy. Our vision for the centre is to grow as a visitor attraction and educational space where we will engage with people from any background and promote the creation of a clean, safe environment. This role is key to that vision and will be integral in achieving this.

Job Description

Exciting opportunity for a tour guide to join the Rediscovery Centre’s Dynamic Team. Reporting directly to the Centre Director, the Tour Guide will assist in developing a positive visitor journey and experience at the Centre and through digital engagement. Duties will include but not be limited to:

- Developing and delivering visitor experience journeys
- Designing and hosting children’s birthday parties
- Assisting the education team with workshops and events
- Representing the Rediscovery Centre at off-site events
- Maintaining positive stakeholder relationships
- Supporting ticketing and online sales
- Scheduling tours and arranging payments
- Supporting Centre activities, events and meetings
- Researching and competing for funding opportunities
- PR and communications including online engagement
- Preparing and presenting verbal and written communications on behalf of the Rediscovery Centre
- Providing general Administration & reception support
- Coordinating & scheduling internal and external meetings
- Providing assistance for the centre’s ecostore, café and front of house activities

To be successful in your application you will have a keen interest in tourism and previous customer service experience. Well-developed communication and administration skills would also be valuable in the role to encourage positive engagement. Other required skills and attributes of the successful candidate will include:

- Excellent oral and written communication skills
- Ability to engage people
- Developed Administration skills and a keen eye for detail
- A Positive attitude
- Self-motivated and energetic
- An outgoing personality and desire to work in a fast paced environment
- A strong work ethic and thrive for success
- Willingness to learn and to participate in employee progression programmes

Reporting to

Centre Director, Programme Director, CEO

Place of Work

Rediscovery Centre, Boiler House, Main St, Ballymun, Dublin 9

Hours of work

19.5 hours per week over 7 days (to be agreed with the successful candidate) Must be available to work weekends and occasional evening shifts

Salary

€ 24,000 per annum, pro rata. Commensurate with experience

Other

The Rediscovery Centre is committed to the personal and professional development of all staff. Training and education will be supported. Garda vetting & medical required.
| Eligibility | Person in receipt of Jobseeker’s Benefit (JB), Jobseeker’s Assistance (JA), One Parent Family payment (OPF) or the Jobseeker Transitional Payment |

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