

Rediscovery Centre, Tour Guide & Visitor Engagement Officer

Job Description	<p>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;</p> <ul style="list-style-type: none"> • 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 and 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
	<p>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 ;</p> <ul style="list-style-type: none"> • 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	40 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. 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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