



Job Description, Rediscovery Centre, Tour Guide & Visitor Engagement Officer

Please note that this position is open to those in receipt of Jobseeker's Benefit (JB), Jobseeker's Assistance (JA), One Parent Family payment (OPF) or the Jobseeker Transitional Payment

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. Duties will include but not be limited to ;</p> <ul style="list-style-type: none"> • Developing and delivering eco tours and visitor journeys • Maintaining positive relationships with clients and customers • Ticketing and online sales • Scheduling tours and arranging payments • Liaising with volunteers and interns • Supporting events and meetings • PR and communications support including social media • Verbal, written and email communications on behalf of the Rediscovery Centre • General Administration & reception work • Coordination & scheduling of internal and external meetings
Person Specification	<p>To be successful in your application for this position you will have a keen interest in tourism and previous customer service experience. Well-developed communication and administration skills would be valuable in the role to encourage positive reviews.</p> <p>Other required skills and attributes of the successful candidate will include;</p> <ul style="list-style-type: none"> • Good Administration skills and a keen eye for detail • Positive attitude • Motivated and energetic • Personable and outgoing • Enjoy working in a fast paced environment • Strong work ethic and thrive for success • Excellent oral and written communication skills • Ability to engage people • Willingness to learn and participate in employee progression programme
Reporting to	Centre Director, CEO & Board of Management
Place of Work	Rediscovery Centre, Boiler House, Main St, Ballymun, Dublin 9
Hours of work	40 hours per week 5 days over 7 days (to be agreed with the successful candidate) Must be available to work weekends
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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