

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. 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
	<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. 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 over 7 days (to be agreed with the successful candidate) Initially Monday – Saturday. 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