



Vacancy for Visitor information Assistant

Kylemore Abbey is recruiting for a Visitor Information Assistant reporting to the Visitor Centre Manager. This is a full-time position.

Duties and Responsibilities

- Be a key advocate for customer service and ensure the Kylemore ethos of hospitality is always upheld;
- Providing visitors with all information and directions necessary to enjoy their visit to its full potential;
- Assisting with day-to-day operations in the Visitor Centre;
- Engaging with key customers (tour groups etc.) and foster and maintain strong working relationships;
- Dealing with customer enquiries by telephone and email;
- Ensuring that all areas of responsibility (Car Park, Coach Park, Visitor Centre) are kept clean and tidy;
- Selling tickets and managing online bookings;
- Filing and other admin duties;
- Collating information and preparing reports;
- Other duties as required.

The ideal candidate will:

- Have a friendly disposition;
- Understand the importance of customer service excellence;
- Work well as part of a team;
- Display strong communication skills;
- Be proficient in MS Office;
- Demonstrate an eagerness for continuous learning for his/herself and team.

To apply for the position of Visitor Information Assistant please send completed application form (available on www.kylemoreabbey.com) to hr@kylemoreabbey.com .