JOB DESCRIPTION

VISITOR CENTRE ASSISTANT
INTRODUCTION TO DURRELL

Durrell Wildlife Conservation Trust is an international charity working to save species from extinction. Headquartered in Jersey in the Channel Islands, Durrell focuses on the most threatened species in the most threatened places.

Established by author and conservationist, Gerald Durrell, in 1959, Durrell delivers its conservation mission through our three integrated core areas of operation:

- **JERSEY ZOO**: A centre of excellence in animal husbandry, research, training and education
- **CONSERVATION KNOWLEDGE**: Training future conservation practitioners and monitoring and evaluating conservation science which underpins all Durrell activities
- **FIELD PROGRAMMES**: Conservation action where it is needed most

With a track record of 60 years, Durrell leads some of the world’s longest running and most successful species and habitat recovery programmes. The quality of our work is equally as important as how we deliver it. Our values, underpin how we approach our work and the work environment we create.
OUR VALUES

PURPOSEFUL
We are clear on why we do what we do, are connected as an organisation, we understand and demonstrate enabling/delivery, we are passionate about what we do and work tirelessly to achieve it.

ACCOUNTABLE
We are accountable for our actions; we act with integrity and always have the best interests of the Trust at heart. We take it upon ourselves to update our knowledge and deliver excellence, and our ethics are of the utmost importance.

SUPPORTIVE
We develop and encourage our staff, we work as a team, work well with other departments and trust and respect each other. We promote a learning culture, treat people fairly, encourage diversity in the workplace, and value the opinions and views of others.
JOB PURPOSE

To operate the Admissions Desk tills, and the tills in the Shop as required. To provide first point of contact for our visitors and greet and serve them in a friendly and efficient manner. In addition, to provide general information and assistance as required. There may also be a requirement to work in Durrell’s other commercial areas.

VISITOR CENTRE ASSISTANT

DEPARTMENT
Commercial/Retail

REPORTS TO
Visitor Centre Supervisor, Retail Supervisor

HOURS
Full time and part time

LOCATION
Jersey
KEY RESPONSIBILITIES

- Greeting visitors, assisting with admission queries, & handling admission ticket sales ensuring that appropriate category of ticket is issued via the till system.
- Handling sales of guidebooks and issuance of guide maps and keeper talks or other relevant park information.
- Answering general queries from the public at the point of entry and completing admission surveys as appropriate.
- Assisting members with admissions and dealing with entry queries using information available from CRM systems.
- Advising members on appropriate types of membership or referring to Memberships Department where appropriate.
- Accepting subscriptions for new and renewed memberships where customers require immediate assistance.
- Recording group events as notified and ensuring that vouchers/numbers are logged if required for invoice purposes.
- Accepting donations from the general public and using initiative to judge when appropriate to take further details regarding larger donations so that Fundraising may forward a letter of thanks.
- Monitoring receipt of emails to the general Visitor Centre inbox, such as Online Shop orders, and responding accordingly.
- Receiving general deliveries and ensuring they reach appropriate departments.
- Greeting and assisting customers with their choice of goods in the shop.
- Recommending suitable products when appropriate.
- Packing, wrapping, and taking payment for goods.
- Ensuring that correct discounts are given to members/staff where appropriate.
- Taking delivery of stock, pricing, storing, and displaying.
- Arranging and replenishing displays.
- Keeping shop and general areas clean and tidy.
- Assisting with stock taking.
- Monitor in-house radio communication for emergency calls and summon emergency services if required.
- Any other reasonable duty requested.

KEY RELATIONSHIPS

- Visitor Centre Team
- Visitor Centre Supervisor
- Retail Supervisor
- Zoo Members and Visitors
- Head of Retail
KNOWLEDGE, SKILL AND ABILITY

- Experience in dealing with the general public and visitors.
- Good computer skills.
- Some retail experience or customer service experience.
- A cheerful, flexible, and helpful manner.
- Good communication skills and be able to build a rapport with members and visitors.
- Willing to work weekends and Bank Holidays and Durrell events and to take leave during nonpeak times.

BEHAVIOURS

- Team spirited and inclusive, supportive approach.
- Sets and promotes a positive example.
- A positive outlook and ‘can do’ attitude is vital.
- Demonstrates initiative and accountability in problem solving.
- Ability to remain calm under pressure.
- Accepting of other’s strengths and weaknesses.
- Maintains a professional, polite, positive, and respectful level of communication with colleagues and volunteers.
- Respectful of the opinions of others and willingness to collaborate.
WORKING AT DURRELL

Our employees are one of our most important assets and everyone plays a part in ensuring that we deliver our conservation mission. We are committed to equal opportunities and employing a diverse workforce.

In addition to competitive salaries, we offer these fantastic benefits:

- 23 days annual leave (plus Bank holidays) increasing to 25 days with length of service.
- A Defined Contribution Pension Scheme (5% EE / 10% ER contribution) and associated income.
- Protection insurance.
- Employer funded Private Medical Insurance (Medical History Disregarded).
- Employee Assistance Programme (available to employee and family).
- Free entry into Jersey Zoo.
- Free onsite parking.
- Discounts at Dodo Restaurant, Café Firefly, Jersey Zoo shops and Durrell Wildlife Camp accommodation.
TEAM ORGANOGRAM

Durrell Wildlife Conservation Trust, Les Augres Manor, La Profonde Rue, Trinity, Jersey, JE3 5BP