



JOB DESCRIPTION

ADMISSIONS ASSISTANT



SAVING SPECIES FROM EXTINCTION | WWW.DURRELL.ORG

DURRELL WILDLIFE CONSERVATION TRUST is a Registered Charity with the Jersey Charity Commissioner, registered charity number. 1
DURRELL WILDLIFE CONSERVATION TRUST - UK is registered in England and Wales. A charitable company limited by guarantee. **REGISTERED CHARITY NUMBER** 1121989
REGISTERED COMPANY NUMBER 6448493 **REGISTERED OFFICE** c/o Intertrust Corporate Services (UK) Limited, 35 Great St. Helen's, London EC3A 6AP

PATRON HRH The Princess Royal **FOUNDER** Gerald Durrell, OBE, LHD **HONORARY DIRECTOR** Lee Durrell, MBE, PhD **CHIEF EXECUTIVE OFFICER** Lesley Dickle, PhD

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.



**A centre of excellence
in animal husbandry,
research, training and
education**



**Training future
conservation practitioners
and monitoring and
evaluating conservation
science which underpins
all Durrell activities**



**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 work as part of our Visitor Centre admissions team, being the first point of contact and delivering excellent service to all Jersey Zoo visitors and Durrell supporters. The right person will be a strong communicator and administrator who is enthusiastic in supporting team members, with a passion for customer care and the ability to remain calm and professional in a fast-paced environment.

KEY RELATIONSHIPS

- Admissions Team
- Retail Team
- Head of Retail
- Supporter Care Team
- Zoo Members and Visitors

ADMISSIONS ASSISTANT

DEPARTMENT
Commercial

REPORTS TO
Visitor Centre Supervisor

HOURS
Full Time - 35 hours per week

LOCATION
Jersey



KEY RESPONSIBILITIES

- Greeting visitors, assisting with admission enquiries, & efficiently processing admission ticket sales, ensuring that the appropriate category of ticket is issued via the till system.
- Assist members with any queries regarding their membership using information available from ePOS and CRM systems.
- Advise visitors on appropriate types of membership, referring to Supporter Care Team where appropriate.
- Accept subscriptions for new and renewed memberships where visitors require immediate assistance.
- Check and accurately update member information against the relevant record in ePOS and CRM systems.
- Ensure till floats are correct in the morning and tills are cashed up accurately in the evening. Where there are discrepancies, this must be noted and raised with the Visitor Centre Supervisor or another senior member of staff.
- Process sales of zoo guidebooks and children's zoo activity books.
- Issue guide maps, keeper talks or other relevant park information to enhance visitor experience.
- Answer general queries from the public at the point of entry and support the recording of visitor surveys as appropriate.
- Record group events as notified, ensuring that vouchers/numbers are logged correctly if required for invoice purposes.
- Accept donations from the general public and use initiative to judge when appropriate to take further details regarding larger donations so that our Fundraising team may forward a letter of thanks.
- Lead walking tours of the Zoo for small groups of visitors – training will be provided.
- Develop strong and loyal relationships with our members, supporters and visitors.
- Approach all enquiries in a professional, timely and courteous manner. This may be in person, on the telephone or via e-mail.
- Monitor receipt of emails to the general Visitor Centre inbox and respond accordingly.
- Keep the admissions entrance area clean and tidy, as well as back-of-house office and storage areas.
- Monitor in-house radio communication for emergency calls and summon emergency services if required. To keep updated with all Durrell emergency procedures.
- Occasionally provide cover at other Durrell retail sites when the need arises, or any other reasonable duty requested.

KNOWLEDGE, SKILL AND ABILITY

- Experience within an administration and customer service environment is preferable.
- Outstanding customer service ethic.
- Able to interact with large numbers of visiting public.
- A high level of initiative and excellent oral and written communication skills.
- Proven ability to act in a courteous manner at all times and to show high levels of discretion, tact and diplomacy in resolving customer issues.
- Excellent time management skills and the ability to work under pressure.
- A clear communicator with an ability to deliver messages accurately and swiftly.
- An excellent telephone manner.
- Computer literate, with experience of using Microsoft Word and Excel.
- Driving licence preferable.



BEHAVIOURS

- Excellent organisational skills.
 - Ability to react to unexpected operational challenges in a calm, efficient and professional manner.
 - Works collaboratively with all stakeholders.
 - Possesses a strong customer service ethos and builds good working relationships.
 - Accountable for own responsibilities and sets a positive example to others.
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OUR LOCATION



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