

PERSON SPECIFICATION – TOURIST INFORMATION COORDINATOR

EDUCATION/QUALIFICATION/EXPERIENCE

Essential

- Experience in dealing with members of the public and representatives of commercial organisations at all levels
- Customer Service experience
- Good oral communication and a high level of literacy and numeracy
- Educated to A level/NVQ Level 3 minimum or equivalent experience

Desirable

- Tourist Information experience or similar
- Tourism qualification
- Welcome Host or similar customer care course
- Experience in organising events, or other 'project' experience

SKILLS AND KNOWLEDGE

- Friendly and welcoming manner
- Excellent communication skills and the ability to communicate effectively with people at all levels. Ability to problem solve and resolve disputes
- Good IT skills; competent in MS Word, Outlook, Excel, Powerpoint, Publisher and social media
- Ability to learn new processes and systems including web based and electronic till functions
- Ability to multitask and to resume tasks when interrupted by visitors, phone calls etc.
- Creative; able to design brochures, posters, window and instore displays
- Creative; comes up with ideas
- Organised and disciplined
- Flexibility
- Ability to promote extras and add ons
- Self-motivated and ability to use own initiative and support Management
- Confident to work alone as well as part of a team
- Proactive, self-starter and forward thinker/planner
- Awareness of surroundings and ability to keep a tidy work environment
- Accuracy and an eye for detail
- Analytical skills
- Negotiation and persuasion
- Ability to coordinate tasks
- Ability to understand and interpret financial information
- Able to understand advertising, promotional messages and materials and recognise effective ones
- Awareness and adherence of GDPR

Desirable

- Foreign Language
- Bishop's Stortford/UK /London knowledge
- Experience in dealing with suppliers and sales organisations
- Expertise in design software/ photo software