

## General Assistant Retail and Admissions

### Role Purpose:

Discover Limerick DAC is currently inviting applications from suitably qualified persons for the above position. Discover Limerick DAC is a wholly owned company of Limerick City & County Council with responsibility for the operations of tourist attractions. An opportunity has arisen for the role of General Assistant in King John's Castle.

### The Role:

As a Retail and Admissions General Assistant you are required to be flexible in your role and upskill in all areas of the business to include Café, Retail Store, Admissions and the general Museum and Castle environs.

- Welcoming Guests to King Johns Castle.
- Be professional, reliable and friendly with high standards of personal hygiene and appearance.
- Engage with fellow employees and customers to create and maintain a friendly and vibrant atmosphere throughout the visitor experience in the museum, castle, retail and café.
- Be a team player who enjoys interacting with people.
- Daily operations of the retail and admission business unit:
  - Check-in and inform guests of the visitor experience tour at admissions.
  - Focusing on quality and the standards of the Visitor Experience.
  - Ensuring that the retail stock is in place and well merchandised; participate in stocktaking.
  - Adhere to cash and monetary handling procedures following policies and procedures.
  - Demonstrate product knowledge when answering customer queries.
  - Following correct opening and closing procedures as outlined by the management Team.
- Participate in training as requested in line with your role.
- Adhere to and implement health and safety policies.
- Follow company policies and protocols in all areas of operations.
- Reporting into Supervisor and Management team.

### Essential Requirements:

- Previous experience in retail trade and admissions is essential.
- Excellent interpersonal and communication skills.
- Ability to work on own initiative.
- Strong PC abilities.
- Ability to deliver 1<sup>st</sup> class customer service.

### Particulars of Role

#### Remuneration:

€12.00 per hour, with annual increments in line with the applicable salary scale.

#### Hours of Work

3 days on 3 days off, estimated weekly hours 21 - 32 depending on weekly rotation in line with business seasonal trading.

#### Annual Leave

In line with the Organization Working time Act.

#### Benefits

Pension Scheme

Staff career development Support and opportunities

#### Location

The initial assignment will be at King John's Castle, Limerick

#### Probation

There shall be a period of probation of six months.

## Application Process

Completed CV's must be emailed to [careers@discoverlimerickdac.ie](mailto:careers@discoverlimerickdac.ie) no later than 12 noon 20/09/2023.

### Selection Process

Candidates will be initially assessed to ensure that they have the minimum requirements for the position.

Candidates will be assessed on the information contained in their CV and shortlisting may apply.

### Shortlisting

While a candidate might meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Discover Limerick DAC may decide a number only will be invited to same. In this respect, Discover Limerick DAC provides for the employment of a shortlisting process to select a group for interview, who, based on the examination of CV's, appears to be most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is, therefore, in your own interest to provide a detailed and accurate account of your relevant qualifications/experience on the application form. Please note candidates shortlisted may be selected from applicants whom have applied directly to Discover Limerick DAC and via 3<sup>rd</sup> party recruitment partners.

### Competitive Interview

Selection will be by means of a competition based on an interview conducted by or on behalf of Discover Limerick DAC. This will be an in-person interview.

A panel may be formed based on such interview.

**PLEASE NOTE:** from time to time the Company may ask you to do other reasonable tasks not stated within this job description but commensurate with the position. The Company also reserves the right to review and update this job description to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you.