

## Nano Nagle Place Retail/Event Ambassador: Job Description

### Nano Nagle Place is dedicated to:

- being Cork's best heritage & visitor destination, telling the inspirational story of Nano Nagle by celebrating and bringing alive Nano Nagle's educational, community inclusion and spiritual vision for a contemporary world.
- becoming Cork's preeminent community education hub; and
- being a welcoming and inclusive oasis of beauty, ecology, reflection, and spirituality.

**Job Description:** The Nano Nagle Place Ambassador is a key **customer facing** role in providing a welcoming, inspiring, informative, and memorable experience for all visitors to Nano Nagle Place. The role is retail and events focussed, not just for the items in our outstanding shops, but also for Museum tickets and assisting with event activities onsite.

### This role has the following Key Objectives:

1. To provide the warmest welcome and exceptional standards of customer service to all our visitors and guests.
2. To assist our Retail Manager in achieving the annual Objectives and Goals as set out in our Business Plan.
3. To maximise sales in both the gift (main) shop and the book shop.
4. To maximise Museum ticket sales
5. To advise customers on the work of our onsite charities
6. To help maintain general operations, safety, and security across Nano Nagle Place.
7. Assist Programme Manager in the running of events onsite.

### Main duties and responsibilities:

#### Welcome

1. To provide a warm welcome and exceptional standard of customer service for visitors.
2. To work as part of the Ambassador team and alongside wider Nano Nagle Place colleagues
3. To develop and apply a detailed knowledge of the Cork city centre (tourist offer) and the work and objectives of Nano Nagle Place.

#### Retail

4. To maximise sales opportunities & advise customers on products for purchase.
5. To assist the Retail Manager in maintaining an effective display of both retail stock and Nano Nagle Place literature.
6. To operate the till point of sale system and maintain accuracy for stock control purposes.
7. To help promote tourism providers & community groups through Nano Nagle Place.

Operational

8. To ensure the smooth operation of Nano Nagle Place by following operational procedures for health and safety, cash handling, sales, statistical data collection and data entry etc.
9. Any other duties that may reasonably be required from time to time consistent with the level of responsibility of the post.
10. To assist the Programme Manager in ensuring smooth running of events in Nano Nagle Place.

**We're looking for colleagues:**

- can work flexible hours, weekends and occasionally evenings.
- ready to welcome all visitors to Nano Nagle Place – whether tourists or those participating with the charities housed here, school groups, coach parties and those with diverse needs.
- who love Cork and know all about the city.
- happy multi-tasking and collaborating, who are reliable and punctual.
- With strong communication skills.
- comfortable using computers and tills (including cash handling);
- with proven experience of face-to-face Customer Service or Retail sales.
- who may speak one or more foreign languages, although this is not essential.

**Your typical day's work might include:**

- selling and upselling items from our shops.
- Museum ticket sales via the till system; answering shop queries, checking out items via the till system.
- general visitor services including providing guidance and information.
- welcoming those who have booked meeting rooms, school tours or special events.
- visitor queries in person and via telephone; checking in pre-booked tour groups.
- tourism information about visiting Cork City and County – places to see, visit, eat.
- Tour guiding at the Museum or the Nano Nagle Place site.

**Responsible to:**

- Retail Manager (supervisor)
- Programme Manager (line-manager)

**Pay / Remuneration**

- Your basic salary is **€13.85 gross per hour**, payable monthly in arrears into a nominated Irish Bank account of your choice. Payment for Sunday work will be at an hourly rate of €15.00 per hour. If you are required to work on a public holiday you will be paid a double hourly rate, in accordance with the Organisation of Working Time Act 1997 as amended.

**Deadline for applications**

Please send your applications to [programme@nanonagleplace.ie](mailto:programme@nanonagleplace.ie) by close of business on **Monday 25<sup>th</sup> September 2023**.