Job Description

Post Title: **Tourist Information Centre Assistant (Casual/Part-time)**

Accountable to: **Town Clerk**

Job Purpose:
- Provide an efficient and friendly service to all visitors and users of Seaton Town Council (STC) & Tourist Information Centre (TIC), promoting Seaton and the surrounding area, as a leading destination to visit, stay and live
- Provide support to the Administration & Community Events Officer, assisting in all areas of the operation of the TIC & STC Reception

1.   Customer Service
- Provide the highest level of customer service, responding to all enquiries (in person, by email and telephone) in a professional, comprehensive and timely manner
- Assist the Administration & Community Events Officer and Town Clerk with developing the services and products responsive to the needs of visitors
- Ensure the TIC and STC create a welcoming, professional and positive image of Seaton

2.   Administration
- Assist with general administrative tasks, as requested by the Administration & Community Events Officer and Town Clerk relating to the operation of the TIC and STC
- Utilise technology to improve information provision including the capturing of customer data and social media.
- Assist with updating of information including events and organisations
- Assist with the collection of statistics including visitor numbers
- Assist with the ordering and racking of free literature within guidelines given.

3.   Other Duties
- Opening and closing of the TIC and assisting with general reception duties as required
- Undertake other duties as directed by the Town Clerk
- Ensure that premises and equipment are safe, clean and serviceable
- Use appropriate PPE and comply with Health and Safety and the Data Protection Act
- Other duties as the Council may reasonably require from time to time

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Employee Declaration:
I have received, reviewed and understand the job description for Tourist Information Centre Assistant. I further understand that I am responsible for the satisfactory execution of the functions as described.

Signed:	
Dated:	
Name:	