**Reservations & Admissions Agent,**

**Bunratty Folk Park**

**(Permanent Position)**

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| **Role** |
| Based in Bunratty and reporting to the Admissions & Reservations Manager, the agent will work as part of a cohesive team to achieve maximum sales through the delivery of excellent customer service. Your role will be key to the organisation as you will be the first impression to our clients and customers. |
| **Responsibilities** |
| **Responsibilities include, but not limited to the following: -*** Delivering best in class service to our customers through excellent service and knowledge of our products and services.
* Prompt dealing with all customer queries including telephone queries in an efficient and professional manner.
* Providing advice on products with a continual view to maximise sales through upselling and cross selling.
* Manage point of sale processes including register operations, including receiving and processing cash, credit card and voucher payments at the day admissions and evening entertainment desks.
* Ability and flexibility to work across a range of departments.
* Competency in the use of word, excel and outlook.
* A good knowledge of ticket and bookings systems and any relevant software applications.
* Professional personal presentation.
* Exceptional phone and front of house manner.
* Ability to work under pressure in a diligent and professional manner while providing excellent customer service.
* Attention to detail with utmost compliance to confidentiality relating to the reservations systems and the information gathered and retained on systems from internal and external customers.
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| **Essential Requirements:** |
| * Previous experience in a busy office/front of house role
* Excellent interpersonal and communication skills.
* Flexibility is a perquisite for this role as it entails working across the reservations and admissions department in line with banquet and events operation.
* Ability to work on own initiative.

**Applications in the form of a current CV should be sent to** **hr@shannonheritage.com** **to arrive no later than 5.00 p.m. Friday September 13th, 2024.****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. |