

Welcome to Explorium!

The home of sports, science, technology and adventure, where no two visits are the same! Enjoy the excitement as you enter a world like no other. Experience the wonder and awe of our Nikola Tesla lighting show, the thrilling ride on our virtual reality machines or let our augmented reality transport you across time and space.

Find yourself on the floor as you try to defy our gravity room, take a leap of faith as you jump through the air in our climbing centre, build, create, and imagine in our science maker's lab. Anything is possible in Explorium, Ireland's National Sports and Science Centre.

Customer Relations Assistant role:

We are currently seeking an experienced Part-time Customer Relations Assistant to join us here in Explorium. You must be an ambitious, enthusiastic team player who enjoys working in a varied and busy position. We are an energised team and are looking for a new team member to come on board to assist with our Sales Team as we experience positive growth across all areas regarding bookings for our different teams across Explorium!

The role:

- This position will involve working closely with and supporting the Sales Executive (& other management team members) regarding tasks & administrative duties that need to be executed in a timely manner.
- Assisting with our social media platforms if required
- Assisting with and attending corporate events as and when required
- Verifying orders, including customers' personal information and payment details. Contacting customers by phone or email to answer queries and obtain missing information. Maintaining and updating sales and customer records.
- Coordination regarding events and activities for holidays, arts projects and weekday and weekend activities including parties i.e. Junior Explorium, school tour visits, etc.
- Working Front of House face to face with customers from time to time, dealing with day-to-day concerns and issues; operating the registers and answering calls and emails.

- **Candidates must be available for 24 hours (3 working days which may include some weekend and evening working).**

Required skills and qualifications:

- Experience in sales or event coordination role within a retail or corporate environment is an advantage.
- Third level qualification in sales, hospitality, event coordination or related area
- Proven track record of assisting with organising creative & successful events is also an advantage.
- Be capable of assisting other teams (when required) such as graphic design, marketing, and Front of House.
- Excellent organisational, communication, negotiating, and multitasking skills.
- Strong attention to detail
- Ability to remain calm under pressure and maintain a customer-service mindset.
- Fluent English, both oral and written (level C2)