

Front of House Supervisor

Job description

Who we are:

Explorium is Ireland's best family day out – a state of the art Science and Sport visitor attraction located in Dublin. A huge facility (110,000 square foot to be precise!), with over 300 new and interesting things to do for families, schools and visitors of every age. This exciting centre is the first of its type in this country and we are sure that we have created something unique and very special. Our focus is on the brilliant experience we give to our visitors and this is where you come in.

Our Team...

Our Front of House team are at the heart of all we do. You are the first point of contact for visitors.....

What you will do:

- Take responsibility for leading the Front of House team

Greet visitors in a friendly and professional way at all times, by offering a welcoming, courteous and safe environment.

- Providing visitors with general information regarding science exhibits, programmes and services.
- Manage information, answer phones, assist with visitor enquiries and make building announcements, take bookings and payments for shop merchandise
- Lead scheduled team meetings and training.
- Adhere to Explorium's policies and procedures.
- Perform administration and any other key duties as assigned on a daily team schedule.
- Perform open and close procedures including cash management, reconciling assigned cash drawer and restock administration/shop supplies.
- Accurately process cash, card and discount transactions.
- Adhere to internal controls according to admissions policies and procedures.
- Additional marketing responsibilities: Capturing demographic information and visitor data.
- Ad hoc duties.

Must Have:

Previous proven supervisory skills and experience in Front of House/Reception

Experience working in a fast paced, high volume environment.

Excellent attention to detail.

Proficient in Microsoft Office.

Ability to work under pressure in a fun environment.

Ability to multitask, organise family visitors and large groups.

Excellent interpersonal and communications skills.

Ability to work with a diverse group of staff and visitors.

Must be available to work weekends and key holiday periods. This is a full time role, 5 days per week rostered over 7 days.

Be flexible and reliable.

Fluent English.

A distinct advantage:

Supervisory experience

Previous cash handling experience.

First Aid training.

You will start with an intensive induction training programme. This will be a fantastic opportunity to get to know your new colleagues and get a clear and exciting understanding of Explorium and to be a part of the new family fun day out. It is imperative that you adhere to our core Vision and Values.

All offers of employment are subject to clearing the Garda Vetting process and the attainment of a minimum 2 positive previous employment / experience references.