

SANDWICH TOWN COUNCIL

CUSTOMER SERVICES ASSISTANT VACANCY

This role will assist within the Visitor Information Centre (VIC) providing information and advice to local and overseas visitors and to promote Sandwich to tourists locally and nationally. The post holder will also be tasked with promoting room hire and weddings within the Guildhall. The post holder will be responsible for maintaining high standards of customer service in the VIC, delivering a wide range of professional services which includes (but is not exclusive to); tourism information and services, retail, ticketing, room hire and general council enquiries.



The post holder will also maintain, in conjunction with other staff members, our social media platform coverage including services offered within the Guildhall, local events, festivals and exhibitions.

Candidates should have at least 3 years' experience in a retail customer service role. Proven work experience in tourist/visitor centre management would be an advantage though not essential.

The Visitor Information Centre in Sandwich serves some 30,000 visitors each year with a small team of dedicated staff whose local knowledge is invaluable to visitors to the town.

Job Type: Part-time

To apply, please send your CV and a cover letter to HR Manager, Sandwich Town Council, Guildhall, Cattle Market, Sandwich, Kent, CT 13 9AH or email hrmanager@sandwichtowncouncil.gov.uk

