

## **Job Description – Reception & Retail Assistant**

### **Lochranza Distillery, Isle of Arran.**

Part time position, 2-4 days available. Hours/days flexible to suit where possible, however will include a Sunday and Monday as usual working days for the current vacancy. No evening work required.

£12.60 per hour + benefits. Benefits include:

- Staff discounts on most retail, food & beverage.
- Paid lunch breaks with lunch provided.
- Generous employer pension contributions for eligible employees.

Working across our main reception area and popular gift shop, duties include:

- Giving a warm welcome to visitors as they arrive.
- Operating our EPOS system and electronic booking calendar, including
  - Checking in customers for pre-booked tours & tastings.
  - Entering and amending bookings as required.
  - Processing cash and card payments, returns and refunds (shop & reception)
- Providing help with visitor queries on all aspects of our services, products & processes.
- Answering phones and email enquiries.
- Keeping reception and shop areas clean, tidy and well stocked throughout the day.
- Assisting the Retail Manager and administrative staff with stock control and rotation in line with established routines.
- Maintaining a good level of knowledge on shop processes and stock items.
- Assisting with cleaning of other Visitor Centre areas (toilets, floors etc).

Experience and attributes required:

- Friendly and approachable
- Good level of general IT literacy, although full training will be provided in specific EPOS and bookings systems.
- Some relevant experience in a customer service setting
- Adaptability to meet wide-ranging customer and team needs in a fast-paced environment.
- Attention to detail and a 'can do', hands on approach.

All posts may involve a level of cross-training across different departments in order to maintain excellent levels of customer service throughout the Visitor Centre.

To apply or for more information please call 01770 830264 or e-mail [lindsay@arranwhisky.com](mailto:lindsay@arranwhisky.com)