

## WELLS CITY COUNCIL

<b>Job Description</b>	Casual Customer Services Advisor
<b>Designation:</b>	Customer Services & Governance
<b>Grade:</b>	SCP 9
<b>Hours:</b>	Varying – Up to 37 hours per week on a casual contract basis
<b>Location:</b>	Wells Town Hall or another Council building as required
<b>Job Purpose:</b>	Support in the provision of information to visitors and tourists of the City.
<b>Line Manager:</b>	Tourist Information Manager
<b>Responsible for:</b>	No supervisory responsibilities
<b>Key duties:</b>	<ul style="list-style-type: none"><li>• To deliver the provision of information and advice to Tourists and Visitors of the city to increase economic vibrance and grow interest within the City.</li><li>• To be proactive in the application of service improvements or recommendations.</li><li>• To be aware of health and safety issues and any other current legislation, and implement regulations</li><li>• To deal with the general public in a courteous and sympathetic manner</li><li>• To undertake any necessary training.</li></ul>
<b>Skills Knowledge and Experience:</b>	<ul style="list-style-type: none"><li>• Ability to manage own time and workload</li><li>• Effective verbal communication skills</li><li>• Ability to respect and retain confidence</li><li>• Knowledge of the City and its attractions and opportunities</li></ul>
<b>Complexity &amp; Creativity:</b>	<ul style="list-style-type: none"><li>• To assist in identifying and fixing/resolving any issues or questions presented.</li><li>• Ability to respond politely to enquiries and report to the TIC manager</li></ul>
<b>Judgment and decisions:</b>	<ul style="list-style-type: none"><li>• Be able to act on own initiative to resolve day to day issues in the set up and pack down the TIC function</li></ul>

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### **Contacts:**

Town Clerk

TIC Manager

Volunteers and Partners

Members of the public

Town Hall Staff

### **General:**

Any other duties as so determined by the Town Clerk or nominated senior officer.