



Visitor Experience Assistant - Museum of Literature Ireland

Start Date March or April 2020

Pay rate €11.90 per hour + holidays

Contract Hours (Includes weekends, evenings and bank holidays)

Employer and Location Newman House Literary Centre CLG,
UCD Naughton Joyce Centre, 86 St Stephens Green, Dublin 2, Ireland

Reports to Visitor Experience Team Leader/Visitor Experience Manager

CV and cover letter to careers@moli.ie

Application deadline 10am, Monday 16th March 2020

Interviews Candidates invited to interview must be able to attend a half-day group selection session during the week commencing Monday 23rd March 2020

Start Date Successful candidates will need to be available for essential training the week commencing Monday 30 March 2020

About the Museum of Literature Ireland

A partnership between UCD and the National Library of Ireland, the Museum of Literature Ireland (MoLI) is a landmark cultural institution in the heart of Ireland's capital city. Picturesquely located on the south side of St Stephen's Green, the museum draws inspiration from the work of Ireland's most famous writer James Joyce, as well as celebrating our internationally-renowned literary culture and heritage, inspiring the next generation to create, read and write.

Immersive multimedia exhibitions, priceless artefacts, lectures, performances, free-to-access children's education programmes, historic house tours, digital broadcasting, research facilities and a courtyard café set in one of the city's most beautiful and tranquil gardens make the Museum of Literature Ireland a major contribution to the local and international literary landscape.



About the Role

Now open six months, we are seeking enthusiastic and friendly individuals with exceptional customer focus to join MoLI's Visitor Experience team at an exciting time in the museum's development.

After an initial training period, our Visitor Experience Assistants will provide exceptional welcome and first class customer service to a diverse audience of visitors from all ages and backgrounds. Visitor Experience Assistants work in a range of positions around the museum including: welcoming visitors to the museum, processing ticket and membership sales, engaging with visitors in the exhibitions, checking tickets at entries and check-points, providing sales and product support in the museum shop, welcoming and assisting members, monitoring and assisting members in the Member's Library; as well as supporting the delivery of public programming, private events, and the museum's Learning programme.

Job Description

Visitor Experience

- Provide a warm and friendly welcome to all visitors and guests to the museum
- Develop an excellent knowledge of the museum and its facilities in order to add value to the visitor experience
- Proactively engage with visitors about the exhibitions and facilities available to them
- Assist in the delivery of public and private events via guest engagement, event set up, audiovisual and catering support
- Use ticketing software to sell tickets and membership at the ticket desk
- Perform accurate ticket checks at the exhibition entrance and other checkpoints
- Provide retail sales support with enthusiasm for the museum's retail offer, taking opportunities to up-sell and add value to visitors' retail experience
- Facilitate members' enjoyment of the Member's Library
- Lead tours of visitors for pre-booked groups and public tours



- Proactively advocate the benefits of membership, promote events and upcoming exhibitions
- Respond positively to visitor concerns and queries, escalating issues appropriately
- Support the collection of visitor surveys and feedback
- Monitor visitor flow throughout the museum, taking a proactive approach to crowd management in busy areas and entrance queues
- Work alongside volunteers to deliver a consistently exceptional standard of customer service

Health & Safety

- Understand and proactively apply health & safety/security procedures
- Undertake duties as part of the museum's emergency procedures
- Be trained and act as a Fire Warden for the museum and the historic houses
- Follow the standards of presentation set out in the staff handbook
- Undertake administrative duties on an ad hoc basis to support the museum management team

Knowledge and Experience

Essential

- An interest in or willingness to learn about Irish literature
- Experience providing excellent customer service in a public-facing role
- A passion for exceeding expectations and willingness to go above core duties to ensure an excellent experience
- Excellent written/verbal communication skills in English
- A team player with demonstrable experience supporting a team in a busy environment



- Ability to work well under pressure and provide a consistent level of service at all times
- A positive attitude towards problem-solving

Desirable

- Experience working with point of sale or ticketing systems
- Experience working to health & safety and security procedures
- Second or other language skills
- Experience of working at private events
- Confidence in front of large groups of people