



Loop Head Lighthouse

April 2022

Title of Post: Duty Supervisor - Seasonal

JOB DESCRIPTION

This Job Description details the day to day established activities of the Duty Supervisor

Reporting to: Operations Manager

Main Tasks, Duties and Responsibilities

- Manage visitor numbers and incoming bookings, amendments, and cancellations through the online booking system.
- Operational Supervision of Loop Head Lighthouse Visitor Experience including Open & Close responsibility.
- Supervise, motivate, and develop the skills of all operational staff.
- To be fully aware of the facilities, special activities, and promotions relevant to the site always.
- To ensure visitor needs are anticipated and satisfied to a high standard.
- To promote helpful and professional image to visitors.
- Compliance with all appropriate HACCP regulations.
- Provide direction to employees on operational and procedural issues using the SOP's as a guide.
- Assist in ticket office, tea/coffee station and gift shop, ensure high standards of hygiene are met at all times and provide guided tours to tower.
- Recording of Employee time and attendance records, daily checking anomalies, updating records, ensuring all documentation is processed and completed.
- To ensure stock supplies (Brochures, Tickets, Stationary, Tea/Coffee etc) are sufficient in all areas of the site to ensure its smooth operation.
- Take responsibility for cash reconciliation including banking on a periodic basis which will include coin/safe administration and cash lifts when required.
- Training needs analysis, training planning, induction, and training delivery for staff.
- Liaison with tenant companies/suppliers/contractors on an operational basis.
- Management of health and safety on site for both staff and visitors.
- In conjunction with the Operations Manager aid in crisis Management including but not limited to: Evacuation; Hazardous weather; First Aid incidents; Cause for Concern & Persons at Risk Alerts or Recovery; Theft, Burglary, Pick Pocketing, Assault or Dangerous Behaviour.

- In conjunction with the Operations Manager ensure overall service delivery, ensuring that a world class visitor experience is delivered to all, actively managing staff to ensure highest standards are met.
- Ensure that daily checks and recording are completed including Duty log, toilets, carpark, kiosks, coin supply, cash lifts, the exhibition, the ledge, cleaning & litter, WWTP and other critical systems.
- Monitor, operate and troubleshoot business critical systems as required including Ticket admission system; Exhibition systems; PC Network and Internet connections, safety & security systems including Building Management System and all other systems as required.
- Ensure compliance with all company procedures including cash handling and sign off procedures.
- Follow all Health and Safety regulation as per Health & Safety Statement.
- In conjunction with the Operations Manager assist with Health and Safety precautions for visitors as per Health & Safety Statement.
- Provide excellent customer service to all customers internal and external of Loop Head Lighthouse.
- In conjunction with the Operations Manager, record daily event log and act as main point of escalation for any employee, tenant, supplier, or visitor issues that may arise.
- In conjunction with the Operations Manager, deal with any capacity management issue including but not limited to closure of main car park, management of minipark and visitor management on site.
- Work in any area of the site as required.
- Any other duties as assigned by management.

Requirements/Essential Skills and Attributes

- Flexibility and a strong problem-solving approach to issues
- Ability to demonstrate a high level of teamwork & motivation skills.
- Excellent customer services skills
- Proven organisational skills & experience in multi-tasking.
- High level of numeracy with strong cash handling experience
- Ability to demonstrate a strong mechanical knowledge of visitor centre operation and maintenance.
- PC literate and good keyboard skills and Microsoft Office proficient

Desirable Experience

- Proven track record in supervisory & leadership skills in operations
- Experience in tourism services or visitor attraction.
- Project management experience
- Familiarity with Ticket Network admission system would be an advantage

Additional Information

- Applicants should have a full, clean driving licence.
- The duties will primarily be performed onsite at Loop Head Visitor Experience, Kilbaha, Co. Clare, or any other place of business as designated by Management, during operating hours of the centre. Occasional work off site may be required.
- The post will be operational on seven days a week basis according to a fortnightly published roster in advance with extended hours at certain times according to seasonal business requirements. Minimum requirement will be 4 day per week roster. Hours of operation will vary seasonally.