

ROLE DESCRIPTION

RECEPTIONIST/TELEPHONIST

Our department: ADMINISTRATION

Why does the IW Steam Railway need my help with this?

Every day a committed team of enthusiastic volunteers give their time and energy to The Isle of Wight Steam Railway. Without their help, our important, beautiful, and fascinating slice of social and engineering history simply wouldn't exist. You will be making an essential contribution towards the ongoing success of the railway.

Receptionist/Telephonists are one of the primary interfaces with our customers. You will be one of the first people they encounter be it in person or taking phone enquiries. This vital role will appeal to those people who like interacting with and assisting others, to give our customers the best day possible with us.

What does the Isle of Wight Steam Railway need a Receptionist/Telephonist to do?

- ✓ Greet customers on arrival at our reception desk and deal with their enquiries.
- ✓ Handle phone enquiries in a consistent and welcoming manner.
- ✓ Find a solution should a customer have a negative experience.
- ✓ Encourage feedback from customers and thank them for their custom.

How will I be trained and supported in this role?

- ✓ Isle of Wight Steam Railway General Introduction and Health & Safety Briefing
- ✓ Isle of Wight Steam Railway Working at Height Training
- ✓ Add any other training, guidance, or assistance a recruit in this role should expect

What can a Receptionist/Telephonist expect from the Isle of Wight Steam Railway?

- ✓ A warm welcome to our team, and the enjoyment of contributing to the success of railway
- ✓ Fair and respectful treatment at all times
- ✓ Appreciation for your efforts
- ✓ A comprehensive induction, and ongoing training and support
- ✓ Contributions towards, or supply of, clothing and any PPE necessary for your role
- ✓ References and certification of relevant in-house training to add to your CV
- ✓ A range of benefits, social events, experiences, and prize draws exclusive to our volunteer team

Suggested Minimum Hours

One day each week/fortnight that we operate passenger services.

Physical Demands

Receptionists/Telephonists will be office based at our Havenstreet site.