

RECEPTIONIST

The International Rugby Experience ("IRE") is designed as a state of the art, interactive experience to celebrate the sport of rugby on a global scale, cementing Limerick's standing as one of the great centres of rugby, and to make a major contribution to the regeneration of Limerick City Centre.

Designed by world renowned architect Níall McLaughlin, this new 7-story red brick building in Limerick City Centre will provide a new space to draw visitors, as well as providing a new hub for the local community. In addition to a world class interactive experience, the building contains unique event spaces which will be further draws to the building and Limerick generally. Also included are a ground floor retail area at the corner of O'Connell Street and Cecil Street and a first-floor café directly overhead. It is hoped to attract over 100,000 visitors a year and will be a key tourist attraction in the west of Ireland.

The internal experience takes you on a journey, following the game from the grass roots level right up to international fame. Each stage of the journey is rooted in World Rugby's values - Passion, Discipline, Integrity, Solidarity and Respect. The experience is told through rugby's greatest legends where you hear them tell their own stories and see their greatest moments. There are legends across different generations, nations and abilities.

Reporting to the Operations Manager as a key member of the visitor operations team, your number one priority is always ensuring that visitor expectations are exceeded. As a receptionist, you are greeting each visitor as if it's their first visit to the experience and consistently delivering an exceptional service. This is an ideal role for an enthusiastic individual who has an interest in Rugby and enjoys working as part of a team, is flexible to cover a variety of roles and has a passion for customer service.

Key Responsibilities

- Greeting and welcoming customers and visitors, assisting them with questions and engaging with them in polite conversation.
- Ensures that the reception desks and welcome hall are always neatly presented and operated during the visitor opening hours.
- Assists with the sale of tickets and smooth experience for all visitors
- Ensures that all telephone calls, emails and general enquiries are answered in a timely manner.
- Managing transactions at the point of sale and securing payment methods.
- Utilizing a variety of computer systems for retail and ticket purchasing.
- Delivering excellence in customer care at all times, always striving to exceed customer expectations.

Key Skills and Experience

- Knowledge and interest in Rugby would be an advantage.
- Have a passion for customer service and exceeding their expectations.
- Enjoys working as part of a team, actively supporting their colleagues achieving a team goal.
- Has a can do attitude and ability to think on their feet.
- Have a keen eye for detail and presentation

As the company is in a period of “new opening”, the job description above may change over time. Your management may ask for you to undertake additional responsibilities which may fall within your capabilities. The job description above gives you a broad description of duties and the role itself but is not exhaustive or complete with every task which may be assigned to you.