



# ROLE PROFILE

## Volunteer Customer Liaison Assistant

### Overall Purpose

To act as the initial point of customer contact at either Town Hall or Symphony Hall, delivering an outstanding level of customer service. This role is vital in delivering the THSH aim of placing the customer at the centre of all that we do.

### Key Accountabilities

- Offering a warm welcome to our customers while remaining highly mobile and visible throughout the venue.
- Acting as a point of contact for our customers, you will provide information and assistance in order to optimise a customer's time with us.
- To assist the Stewards as directed and required.
- Support the Stewards in ensuring Health & Safety regulations are complied with by maintaining exit routes, ensuring exit doors remain unobstructed, addressing any safety hazards which may arise and where necessary report concerns about unsafe or anti-social behaviour to the Duty Manager.
- Ensure all enquiries and communications are dealt with in a prompt, professional and courteous manner.
- To ensure THSH policies are adhered to, escalating any issues or concerns through to the Door Supervisor or Duty Manager.
- Remain vigilant during the performance to ensure customers safety, comfort and enjoyment of the event.
- Ensure a professional image at all times, dressing in accordance with THSH uniform standards.

### Skills and Experience

A volunteer will need to have the following:

- Sufficient movement and mobility to support customers in accessing all areas of the auditoriums, sometimes in areas where space is restricted; the wider venue; and on occasion escorting customers into vehicles etc. This could include lifting and carrying equipment and personal items.
- Some experience in a customer service environment.
- An awareness of health and safety issues.

- A desire to work and interact with people, taking real pride in enhancing the customer experience.
- An adaptable and flexible approach to shifts worked and the tasks undertaken.
- Excellent communication skills, and;
- An interest in the performing arts.

**Reporting to:** Head of Customer Services

**Department:** Operations, Front of House

**Contract type:** Volunteer agreement

**Salary:** None applicable, free car parking available

**Location:** Birmingham