



STAVROS  
NIARCHOS  
FOUNDATION  
CULTURAL  
CENTER

KENTRO  
ΠΟΛΙΤΙΣΜΟΥ  
ΙΔΡΥΜΑ  
ΣΤΑΥΡΟΣ  
ΝΙΑΡΧΟΣ

## Visitors Experience Supervisor

Designed by the architectural firm Renzo Piano Building Workshop, the Stavros Niarchos Foundation Cultural Center (SNFCC) is a sustainable, world-class cultural, educational and recreational urban complex that includes the new building facilities of the National Library of Greece and the Greek National Opera, alongside with the Stavros Niarchos Park. It was constructed through a grant from the Stavros Niarchos Foundation and was transferred to the Greek State in February 2017.

SNFCC Single Member S.A. is a public benefit organization, responsible for the maintenance, operation, and management of the Stavros Niarchos Foundation Cultural Center and the Stavros Niarchos Park, while at the same time, developing its own cultural, educational and sports programming, open to all and free of charge, thanks to an exclusive grant from the Stavros Niarchos Foundation.

SNFCC Single Member S.A. is an employer that provides equal opportunities, through prohibiting discrimination against employees or candidate employees regarding their race, skin color, religion, nationality, ethnic origin, gender, age, disability, marital status, sexual orientation or any other category protected by the law. SNFCC Single Member S.A. ensures that all candidates will be treated equally with accordance to their qualifications and the conditions laid down by the law.

The **Visitors Experience Department**, the Organization's largest, has a variety of responsibilities, including welcoming guests, running the Contact Center, school programs, the volunteering program, visitors and spectators services, guided tours, and more.

The SNFCC is seeking a candidate to fill the position of Visitors Experience Supervisor, reporting to the Internship Program & Visitors Experience Manager. The **ideal candidate** has experience in supervising a large team and in customer/guest service, and is in constant search of new, innovative ideas for the development of the department and, by extension, for the best visitors experience. The role involves a 40-hour, 5-day workweek, in rotating shifts, including weekends and holidays.

### Key Duties and Responsibilities

- Ensuring excellent in-person visitors service
- Ensuring excellent public service through telephone and online communication
- Large-group training and coordination
- Organizing the department's shift schedule
- Managing payments and receipts (Members, Box Office, other visitors services)

- Preparing reports and presentations
- Duty Manager of the Visitors Experience Department
- Complaint handling and problem solving
- Supporting other operations of the Organization and the Department

### **Requirements**

- Proven experience of at least 5 years in customer/guest service
- Experience of at least 3 years in large-team coordination
- A university degree, or Technological Educational Institute degree, or a three-year or longer post-secondary vocational school degree in a related field
- A postgraduate degree in a relevant field is an asset
- Excellent command of the Greek and English languages, both written and spoken
- Knowledge of other languages is an asset
- Excellent command of MS Office, particularly Excel

### **Soft and Hard Skills**

- Excellent communication skills, both written and spoken
- Team-working and coordination skills
- Organizational skills
- Professional maturity and integrity
- Flexibility in working hours, especially night shifts, weekends and holidays

### **Application Process**

- The submission deadline is January 31, 2024, 16:59 EEST
- Candidates must submit their resume and a brief letter of interest [HERE](#).
- All applications will initially be assessed by an independent human resources consulting firm. Interviews with shortlisted candidates will follow. All candidates will be notified in writing of the recruitment process completion.
- All SNFCC facilities and offices are fully accessible to Persons with Disabilities