



STAVROS  
NIARCHOS  
FOUNDATION  
CULTURAL  
CENTER

ΚΕΝΤΡΟ  
ΠΟΛΙΤΙΣΜΟΥ  
ΙΔΡΥΜΑ  
ΣΤΑΥΡΟΣ  
ΝΙΑΡΧΟΣ

## Visitors Experience Representatives

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** is the SNFCC's largest team, with a variety of responsibilities, including visitor reception, phone and online communication with the public, school programs, guided tours to the facilities and the Stavros Niarchos Park, spectator services, the volunteers program, and the coordination of major events.

The SNFCC is seeking individuals to fill the positions of **part-time (4 hours on a 5-day basis) Visitors Experience Representatives**, who will be reporting to the Visitors Experience Supervisors. The **ideal candidates** will contribute to the creation of unique experiences for our visitors through excellent service both through in-person communication and by phone or email.

### Key Duties and Responsibilities:

- Provide information to Visitors
- Handle complaints
- Provide services to Members
- Register new Members
- Sales of family backpacks, tickets, etc.

- Coordinate equipment loans (wheelchairs, helmets, blankets, chess sets, etc.)
- Operate the call center (main line, schools, guided tours, Members, volunteers, etc.)
- Manage the organization's email
- Manage Facebook Inbox

**Requirements:**

- University/TEI/IEK degree from Greece or abroad
- Excellent oral and written command of the Greek and English languages (C2 level)
- Working knowledge of other languages will be considered an asset
- Proven experience in customer service (minimum 2 years)
- Good computer skills

**Required skills and desirable characteristics:**

- Interpersonal communication skills
- Experience in complaint handling and problem-solving
- Team spirit
- Willing to work in a highly structured, demanding, world-class environment
- Positive attitude

**Application Process**

- The submission deadline is April 25, 2023, 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