Visitors Experience Representatives

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 Visitor Experience Department is the Organization’s largest and has a broad range of responsibilities, including welcoming visitors, telephone and electronic communication with the public, school programs, tours of the facilities and Stavros Niarchos Park, audience services, the volunteer program, coordination of large events, and more.

SNFCC is seeking candidates for the position of Visitor Service Representatives on a part-time basis (4-hour schedule, 5 days per week). Visitor Service Representatives will report to the Visitor Experience Managers. The ideal candidates will contribute to creating exceptional experiences for visitors to the SNFCC through excellent service, both in person and by phone or email.

Key Duties and Responsibilities

- Provide accurate information to serve the public in person, by phone and by email
- Contribute to the smooth operation of the Welcome Center, offer personalized service to visitors, handle complaints, provide service and register Members
• Handle the sale of services (family backpacks, tickets, performance programs, tours, etc.)
• Coordinate equipment loaning (wheelchairs, helmets, blankets, etc.)
• Support the reception/check-in of partners, contractors, and volunteers
• Support the Department’s programs and services
• Manage the Contact Center, answer phone inquiries, manage various mailboxes and the SNFCC Facebook Inbox, accurately and promptly
• Support events and festivals, and contribute to the implementation of the Department’s projects/initiatives (Customer Service Week, Blood Drive, Installations, etc.)
• Conduct tours in Greek and English
• Support the Visitors Experience Department and the Organization in any additional needs that arise

Qualifications
• Degree from a Greek or foreign University, Technological Educational Institution (TEI) or Higher Educational Institution (IEK)
• Excellent command of Greek and English (C2 level), both written and spoken
• A good working knowledge of other foreign languages is an asset
• Proven experience in customer service (2 years minimum)
• Good computer skills

Soft and Hard Skills
• Advanced interpersonal communication skills
• Experience in complaint management and problem solving
• Team spirit
• Desire to work in a structured and demanding world-class environment
• Polite and positive character
• Flexibility in scheduling, especially night shifts, weekends, and holidays

Application Process
• The submission deadline is June 21, 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