

Wirt Ghawdex. VO/0227

## **Visitor Centre Attendants (Cittadella Gozo)**

Applications are invited from interested persons to be engaged as attendants at the *Cittadella Visitor Centre*, Victoria, Gozo.

The Centre will be open 7 days a week, including Public Holidays, from 9:00 to 5:30pm.  
Applicants will be required to work shifts.

Position requirements:

- Be smart, friendly and alert in their duties having excellent communication skills and be flexible in their work.
- Applicants must be fluent in Maltese and English (spoken and written). Fluency in other languages, most preferably Italian, French or German will be an additional asset.
- Applicants who have attained O' Level standard, most preferably in Maltese or English will be more favourable considered.
- Training or Experience of work in the tourism and/or cultural sector will be an added bonus.

This contract will be for a period of one year and may be renewed at the discretion Wirt Ghawdex.

Interested persons are to send their application including a CV to [info@wirtghawdex.org](mailto:info@wirtghawdex.org) by not later than Friday 10<sup>th</sup> June, 2016.

## **Visitors' Centre Attendants**

### **Job description/responsibilities**

1. Represent the Visitors' Centre's mission statement in a positive and professional way
2. Welcome and lead visitors in encountering, experiencing and enjoying the *Cittadella Visitors' Centre*;
3. Personally undertake scheduled guided tours of the *Cittadella Visitors' Centre*;
4. Assist the public to operate interactive and audio-visual equipment such as multi-language translation iPad's and interactive touch screens;
5. Manage visitors' flow especially when large groups visit the *Cittadella Visitors' Centre*
6. Answer general questions on the interpretation or direct visitors to specialised staff if necessary;
7. Provide assistance to all visitors with their access needs around the *Cittadella Visitors' Centre*;
8. Actively participate in the enhancement of the site's presentation, interpretation and conservation as the need arises;
9. Lead and/or participate in children's programmes organised at the *Cittadella Visitors' Centre*;
10. Inform visitors on public programmes, lectures and events related to *Cittadella*;
11. Liaise with the security guards on duty at the *Cittadella Visitors' Centre* to maintain order and security at all times;
12. Participate in data collection exercises as required (surveys, statistics);
13. Observe professional ethics;
14. Ensure adherence to established policies and procedures;
15. Comply with Health & Safety policies;
16. Work in close collaboration with the *Cittadella Management Team*;
17. Other duties as may be assigned by Wirt Għawdex.