



## **Vision of XPLORE**

***We are here to create unforgettable experiences for the visitor & create a benchmark for the Entertainment sector in Greece and beyond!***

Xplore's core values are built around parents and children, building unique memories combining entertainment, play, discovery, enrichment & learning through fun!

To meet current corporate needs, we would like to bring to our team

### **Part Time Facilitators**

#### ***ΚΩΔΙΚΟΣ ΘΕΣΗΣ: 2020\_14***

The Xplore Facilitators will be reporting to a Supervisor position and will be responsible to engage with visitors, encouraging them to learn and discover through play, while promoting engagement and interaction with the various experiences in Xplore.

This is a key role, ensuring that all visitors have a memorable and safe visit, encouraging repeated visits and thus maximizing income generating opportunities. The position is part time and based on a monthly rotation, mostly weekend shifts.

#### **Our colleagues will be responsible for the following aspects:**

- Engage with visitors to discover all elements of Xplore and its attractions., encouraging visitors to learn through interactive activities and events
- Cash handling and receipt of incomes from admission and retail facilities
- Facilitating all birthday parties and school groups
- Work with other team members to encourage and consistently maintain a high level of customer service
- Assist the Operations Manager and Supervisors in optimizing marketing opportunities and income generation
- Maintaining operational efficiency and monitoring visitor safety for the duration of their visit
- The facilitators will also be assisting with children's parties, school visits as well as tours of the aquarium space.

**You will be a successful candidate for this job opening, if you can identify yourself with the following criteria:**

#### **Required Skills, Knowledge and Experience:**

- 2+ years practical experience working with visitors in a leisure, visitor attraction, museum or related environment
- Ability to work in a fast-paced organization
- Ability to communicate efficiently with visitors, team members and peers
- Experience of retail, F&B and front of house skills
- Strong interpersonal skills with the ability to interact and engage with visitors
- Experience facilitating events & working with children, such as birthday parties
- Lead by example to inspire a high level of quality service among the Xplore teams
- Flexibility with working hours- please note that shift work is entailed

#### **On the personal side, the ideal candidate should have...**

- Enthusiasm
- Creativity
- A sound judgement and has clear decision- making skills



- Team player with a positive and flexible attitude
- Commitment to developing a new visitor attraction