



## **'Weekend Warrior'**

### **Reception & Shop Assistant**

*The perfect job for a people person who loves to go above and beyond!*

Comrie Croft's vision is for symbiotic, enterprise-driven, eco rural regeneration. A bit of a mouthful, but inspiring when you get your head around it! Our activities focus on rural eco-tourism and land use including weddings, simple accommodation, camping, mountain biking, a farm shop and associated food growing and café enterprises. Comrie Croft is co-owned by our team, their families and other local people (50 in total). We pride ourselves on providing a friendly, relaxed, green destination for enjoying nature and the great outdoors.

Reception is the central hub of Comrie Croft. It is here that our awesome visitors (we don't say this lightly – many of them become friends), make enquiries/bookings and come for assistance to make the most of their stay. Reception is also the shop counter for the 100 Mile Store. Launched in 2016, this is a new destination farm shop selling local produce and food products, much of it from the Tomnah'a Market Garden out front, together with gifts and a selection of camping equipment.

Your mission is to ensure that all our customers get the very best first impression and follow up service, whatever their reason for visiting.

#### ***Essential attributes***

- A genuine people person, exuding warmth and helpfulness
- Excellent communication skills (in writing, in person and on the phone)
- Ability to work under pressure, multi-task and be a team player
- Customer service experience
- Proactive problem solver who takes the initiative
- Organised, tidy and with good attention to detail
- Above average computer skills

#### ***Useful attributes***

- Good local and visitor knowledge, especially 'off the beaten track'
- Creative, with an eye for good display and design
- Experience using social media in a business context
- Sign-writing (e.g. chalkboard) skills
- Administrative skills and experience
- First aid

- Other interests or skills which could add to Comrie Croft more broadly
- A love of the great outdoors and all we believe in at the Croft

### ***What the job involves***

- Answering customer enquiries in person, by phone, email and social media
- Making, editing & cancelling reservations, including use of our online reservations system
- Assisting guests with visitor information, shop sales and trouble-shooting
- Creating and maintaining Comrie Croft and local area visitor information both onsite and online
- Building relationships with existing and potential new customers through social media
- Occasional first aid
- Answering questions about the area or Comrie Croft
- Addressing any problems or complaints
- Restocking, pricing, and re-merchandising in the shop
- Administration jobs such as sorting and distributing post
- Helping to keep the shop, reception and public toilets clean, tidy and well-presented
- Other tasks and responsibilities as required to assist other members of the team

You can measure your success in terms of visitor happiness and shop sales.

Working hours to be agreed but most likely 16 hrs per week over a Saturday and Sunday. There may be extra hours available for cover other team member's holidays and at peak times like school holidays.

### ***Reporting to***

General Manager

### ***What are the benefits?***

- £8.45 per hour
- 28 days annual paid leave (pro rata)
- Other perks (such as farm shop and bike shop discounts)
- Optional company pension scheme
- Profit share bonus as per the Comrie Croft Profit Sharing Bonus Policy (10% of net profit divided equally amongst staff (pro rata for p/t staff))
- Opportunity, after one year with the business, to become a co-owner of Comrie Croft
- Working in a beautiful place with a great team!

### ***Application and start***

To apply please email ([ciara@comriecroft.com](mailto:ciara@comriecroft.com)) a concise CV and a covering letter that should demonstrate why you really want the job and summarising what you would contribute. The closing date for applications is 7<sup>th</sup> May 2017 however we hope to start interviewing immediately.

The position will start as soon as possible.