**Person Specification**

**Post: Kiosk Staff**

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * GCSE Maths or equivalent | * Good literacy skills |
| Skills/competencies | * Show excellent customer care skills with a clear focus on ‘getting it right’ on every occasion. * Active listening skills to ensure all orders are taken correctly. * High attention to detail, organised and the ability to work on multiple tasks * Ability to work well under pressure and keep calm. * Kiosks are restricted in size and you must be comfortable in working in a potentially confined space. |  |
| Knowledge & Experience | * A commitment to the aims, vision, and values of Exeter City FC. * Good judgement and knowing when to seek advice or support. | * Previous experience in a sporting environment. * Retail or hospitality experience * Experience of working in a busy fast paced environment. |
| Personal qualities | * A good work ethic and the ability to work flexible hours including evenings, weekends and Bank Holidays as required in line with home fixtures. * Passionate, enthusiastic and conscientious * A friendly, positive ‘can do’ and courteous attitude. * A professional appearance ensuring care and attention to personal presentation and hygiene. * A good level of physical fitness/mobility is needed due to long periods of standing, lifting stock and a fast-paced environment. * Show integrity and honesty. | * Confident and dynamic. |