**Person Specification**

**Post: Kiosk Staff**

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * GCSE Maths or equivalent
 | * Good literacy skills
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| 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.
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| 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.
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| 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.
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