

CUSTOMER SERVICE AGENTS

We are currently recruiting people to join our casual team of Customer Service Agents to work across our café and bar operations.

Applicants must have at least 12 month's experience of working in a busy café or bar and be able to demonstrate the following qualities:

- An engaging personality expressed by a warm, outgoing, friendly and courteous manner when dealing with the public
- The ability to deliver customer service of the highest standards.
- The ability to proactively engage with members of the public for the purpose of selling and imparting information about the Lyric Theatre and its programme of events
- Excellent timekeeping and presentation

ESSENTIAL CRITERIA;

- Must be over 18 years of age
- At least 1 year experience in café/bar within the last 5 years
- Literacy and numeracy to an appropriate level – Equivalent to GCSE C or above in English and Maths but a formal qualification is not required
- An excellent grasp of English as either first or second language
- A demonstrably clean record of honesty in matters related to handling cash
- Proven experience working with Epos systems (Maitre'd preferable)
- At least one reference (employer or character)

DESIRABLE CRITERIA;

- experience of working in a high quality hospitality environment and/or corporate events
- proven barista experience
- experience of working in a theatre environment
- a demonstrable interest in theatre or arts
- experience in food handling
- cashing up/till reconciliation
- managerial or supervisory experience of hospitality or arts venues

To apply please submit your CV along with an Equality Monitoring form to info@lyrictheatre.co.uk or The Monitoring Officer, Lyric Theatre, 55 Ridgeway Street, Belfast, BT9 5FB.

If you have any queries about the position, or require further information, please contact Julie McKegney, Head of Customer Services on 02890385681 or juliemckegney@lyrictheatre.co.uk

Closing date for expression of interest is Monday 10th February 2020