

Employees in the cash desk and guest services department (m/f/d)

Description

At the earliest possible date we are looking for several committed employees in the area of cash desk and guest service (m/f/d).

Responsibilities

- Cash register responsibility
 - Operating our modern electronic cash register systems
 - Independently carrying out cash balancing and daily settlements
 - Handing over revenue to the cash-in-transit vehicle – accurately and conscientiously
- Organization and overview
 - Documenting all cash transactions according to current regulations
 - Maintaining visitor statistics and sales data
- Guest service with heart
 - First point of contact for visitors – whether for ticket sales, information, or assistance
 - Advising on offers and tariffs – competently and friendly
 - Selling hot and cold beverages as well as small snacks
 - Managing lost and found items
- Always ready
 - Providing first aid in emergencies – calm, composed, professional

Qualifications

- Several years of experience at the cash register/checkout
- Good knowledge of German and confident communication skills, especially in guest services
- English or other foreign languages are an advantage
- Willingness to work shifts, weekends, and public holidays
- Service-oriented and friendly demeanor
- Enjoyment in dealing with people
- Health suitability for screen work
- Valid first aid certificate (max. 2 years old) or willingness to undergo training
- Ability to work under pressure, especially with a high volume of guests

Payment is according to pay group 5 of the collective agreement for the public service (TVöD).

Severely disabled persons will be given preferential consideration if they are equally qualified.

Contacts

Questions? We are here for you!

The Central Services team will be happy to help you:

Mr Alberti, Ms Seilberger, Ms Avers, Ms Laux-Reis and Ms Matschke

Tel.: 0611 / 31-8076 or 0611 / 31-8077

Hiring organization

mattiaqua

Employment Type

Full-time

Beginning of employment

Immediately

Duration of employment

Unlimited period

Job Location

Wiesbaden, Germany

Date posted

6. June 2025

Valid through

20.06.2025

Please send your detailed application to:

mattiaqua – Eigenbetrieb der Landeshauptstadt Wiesbaden
Konrad-Adenauer-Ring 13
65187 Wiesbaden

Or by e-mail to:

mattiaqua@wiesbaden.de or personal@wiesbaden.de