



Mercat Tours are looking for lively, confident Visitor Services Assistants to join our team.

We're a 5 star family business who have been giving history a 'damn good telling' since 1985. We give visitors a warm welcome and unique, memorable experiences as we share the sights and stories of Edinburgh on 18 different tours per day. Our multiple awards and reputation recognise our hard work and commitment to high quality experiences – for visitors and the team.

We always aim to be the best we can be.

Can you help us grow?

Would you like to join our vibrant team?

We're inviting people who care about visitors first and last, are passionate about our beautiful city, relish a challenge and will thrive working with our great team.

Purpose and Objectives:

- Provide visitors a 5 star warm welcome and farewell
- Represent Mercat Tours in a positive, professional manner outdoors at the Mercat Cross and indoors at 28 Blair Street
- Promote and process visitor and trade sales
- Ensure high quality experience delivered consistently for visitors and trade partners
- Share ideas on how to improve Mercat's service and develop new business
- Help drive the growth of Mercat in a positive, sustainable future as part of our dynamic team

Main Duties and Responsibilities:

- Advise and assist visitor's choice of tour
- Efficient sales conversion
- Excellent product knowledge
- Excellent working knowledge of Microsoft Office
- Maintain site ensuring 5 star experience throughout
- Positive and proactive approach to problem solving
- Attention to detail, cash handling and record keeping
- Communicate, support and work with Storytelling team to ensure a first class, visitor focused experience
- Collaborate and support Operations team to maximise efficiencies

Special Requirements:

- Thrives working in a team
- Reliable and trustworthy
- Positive and effective communicator
- Excellent organisational skills
- Excellent written skills
- Work independently and take responsibility
- Ability to use initiative
- Positive attitude
- Calm under pressure
- Think creatively
- Excellent negotiating and people management skills
- Passion for high quality product and visitor experience
- Commitment to be the best you can be

Details:

- Full-time and Part-time roles available, 20hrs – 35hrs
- Shifts vary in length from 4.5 to 7hrs per day
- Working hours 8am – 11pm
- Working week Monday to Sunday
- 3 month probationary period

We are a Living Wage employer offering £9.24 p/hr.

The team share an annual discretionary bonus and company holiday home.

Full training provided

To Apply;

Please send **personal statement** and **CV** to shirley@mercattours.com by **Sunday 9th February**

Interview;

We will be holding interviews in Edinburgh **Monday 17th & Tuesday 18th February**