



Mercat Tours are looking for lively, confident, friendly people to join our Support 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 Role;**

- ✓ Provide visitors with a 5 star warm welcome and farewell
- ✓ Advise and assist visitor's choice of tour
- ✓ Promote and process visitor and trade sales
- ✓ Maintain our historic site ensuring 5 star experience throughout
- ✓ Represent Mercat Tours in a positive, professional manner outdoors at the Mercat Cross and indoors in our reception at 28 Blair Street
- ✓ Deliver authentic, high-quality experience for our visitors, helping to create memorable moments
- ✓ Work as a positive, supportive member of our great team
- ✓ Help drive the growth of Mercat in a positive, sustainable future as part of our dynamic team

**Your Skills and Strengths;**

- Passion for high quality product and visitor experience
- Excellent communication skills
- Excellent working knowledge of Microsoft Office
- Positive and proactive approach to problem solving
- Attention to detail and record keeping
- Thrives working in a team
- Friendly, energetic and helpful
- Commitment to be the best you can be
- Sense of humour!

**Details**

- Permanent role, flexible hours
- Part-time and full time roles available
- 14hrs per week minimum guaranteed
- Shifts vary in length from 4.5 to 7hrs per day
- Operating hours 9am – 11pm
- Working week Monday to Sunday
- 3 month probationary period
- **We are a Living Wage employer offering £10 p/hr**

### Benefits

- Your personal development and training is core to your time with Mercat
- Bike to work scheme <https://www.bike2workscheme.co.uk>
- Access to ASVA card <https://www.asva.co.uk>
- Use of company holiday home
- Annual discretionary bonus

### Interview Process

Stage 1: Successful applicants will be called for an initial 'meet the team' chat

Stage 2: A 3 x 10min online interview with 3 individual members of our team

Stage 3: Successful candidates will be offered a permanent contract with a three-month probationary period. You will receive our award-winning, accredited training to deliver our 5 star visitor experience.

Areas covered in training

- Product knowledge
- Customer care
- Full H&S, fire and first aid procedures

### To Apply

Please send to [join@mercattours.com](mailto:join@mercattours.com)

- Application form
- 30sec max video – tell us about yourself and why you want to join our Mercat Support Team (youtube link preferred)
- Covering letter (optional)

Please note the terms to apply - **without both** the application form and video your application will not be considered

We're sorry but due to anticipated demand, only successful candidates will be contacted