



SHOP AND OFFICE ASSISTANT

REF. No. 859

About us

We are a multi award winning tour bus company operating tours to the Scottish Highlands and Borders with departures from Edinburgh, Glasgow and Inverness. We operate a fleet of Mercedes vehicles with a large range of seating capacities from 16, 19, 29 and 33 seats. Apart from the scheduled 1 day excursions and multi-day tours we can also create customised tours to suit any group size or requirement.

Number of employees

17 permanent employees with an additional number of self- employed driver guides.

Tasks

- Responding to all forms of customer feedback e.g. Trip Advisor, feedback cards
- Assisting shop staff: Taking bookings (this will involve cash and credit card handling), providing excellent customer service, ensuring customers are checked in efficiently to their tour, providing traffic updates to drivers, responding to customer emails and regularly updating company social media channels.
- Assisting office staff: Assisting with emails – particularly if staff member is out of office with no access to emails, answering the telephone, taking bookings and responding to any enquiries.
- Assisting Business Development Manager with primarily social elements of the business – Organising company participation in events e.g. charity, maintaining our status as an environmentally aware company and monitoring social media through analysing and keeping up to date with the current topics and trends that continue to captivate our social media audience
- Any additional administration duties

Skills needed

- IT Skills: Familiar with Outlook Email, Microsoft Office applications and can adapt to new systems quickly
- Excellent customer service skills (Including complaints handling experience)
- The ability to communicate efficiently and effectively

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- Fluent in English language - other languages will be advantageous but not compulsory
- Can work well independently as well as part of a team

Skills to be acquired

- Further customer service experience
- Enhanced IT Skills with the additional ability to operate our booking system
- Office and shop experience - Due to the varying nature of work undertaken in both of these environments, B2B and B2C experience will be acquired.
- Enhanced experience using social media for business – e.g. analysing trends

Duration of the internship

4-6 months over peak season – will discuss on interview.

Office languages

English, however the ability to communicate in another language would be advantageous

Location

The Royal Mile, Edinburgh

Financial support

None

Office hours

Varies – Job will require office work and front facing aspects therefore the hours will differ dependent on agreed duties and rotas.