

Seasonal Visitor Services Guides

About Us

Dynamic Earth is a unique and iconic visitor's attraction; it is like nothing else on Earth. It's a chance to experience the primeval forces of nature as they shaped our planet, to journey through space and time and even go on a 4D VENTURE around the world. You'll be embarking on the interactive adventure of a lifetime - the lifetime of our planet. This means that you will be working in an exhilarating, interesting and engaging work environment.

We have roles available on a fixed term basis until 1st November 2020; with a possibility of being kept on beyond this date.

Requirements

We are currently recruiting friendly, outgoing and enthusiastic staff to work within our visitor attraction. This position is to assist within the exhibition guiding visitors through their journey, presenting factual scientific information whilst engaging with visitors to meet Visit Scotland's 5 star standards. Applicants must also be available to work weekends and weekdays, as shifts are variable dependant on our daily opening/closing times.

Responsibilities

- Welcome and orientate guests throughout the tour,
- Present factual information on earth sciences to groups of visitors which accurately represent and brings to life key messages within the exhibition,
- Handle customer enquiries and complaints in an efficient and friendly manner applying a very proactive customer focused approach,
- Maintain a high standard of punctuality and personal appearance,
- Ensure that all public areas are tidy and presentable at all times.

Qualifications/Experience

- The ideal candidates will be enthusiastic, warm and friendly, with excellent verbal communication skills and a genuine interest in working with people.
- A positive attitude is essential plus the ability to keep visitors well informed while adhering to operational procedures.
- An interest in earth sciences would be an advantage but is not essential.
- Previous experience in working and engaging with the public is also advantageous.

Benefits

- Limited complimentary entry to Dynamic Earth for family and friends
- Free staff car-parking
- 25% Discount in the Natural Selection Gift Shop
- Subsidised meals from the Food Chain Café
- Free entry to ASVA member Visitor attractions (subject to conditions)
- Limited Gym Membership at MacDonald Holyrood Hotel
- Staff canteen (complimentary tea, coffee, bread)
- Staff Excellence Award - High street vouchers
- Matched company pension contribution of 5%
- Confidential advice-line through Health Assured
- Dynamic Earth branded workwear supplied

Please apply with your CV & Cover Letter setting out why you think you are the best person for this job to graeme.haldane@dynamicearth.co.uk.

Closing Date: 11th March 2020

Due to the likelihood of us receiving a high volume of applications, only those candidates selected for an interview will be contacted upon application.