



## VISITOR EXPERIENCE MANAGER

PASSIONATE ABOUT DRIVING SALES AND DEVELOPING A TEAM

We exist to help the world fall in love with Scotch whisky. We achieve this by inspiring, enthusing, educating and impassioning our visitors about Scotch whisky in everything we do. Located at the top of Edinburgh's historic Royal Mile, we embody the renowned Scottish hospitality and ensure everyone receives the warmest of welcomes. We work together within a team environment of mutual respect, honesty, kindness and fun.

### *What about you?*



- Confident with strong commercial awareness and a natural character
- An engaging and approachable communicator with a warmth of spirit
- An inquisitive and proactive learner with a thirst for knowledge
- An inspiring mentor bringing a blend of enthusiasm, passion and support to the team
- A flexible leader who embraces change and is determined to raise the bar of excellence
- Organised, good at time management and able to work well under pressure

### *What will you be doing?*



- Leading by example to ensure that every customer has a memorable experience – you will be a strong, visible presence on the floor
- Thinking on your feet and problem solving
- Coaching and developing your team to ensure they reach their full potential
- Liaising with other departments to ensure the seamless running of our business
- Championing our culture and values in all aspects of your role
- Anticipating visitors' needs and looking to always exceed their expectations
- Making the right decisions for your customers and your team
- Ensuring that, nothing is ever fine, everything is always excellent

### *Interested?*

Do you think you've got what it takes to be our next visitor experience manager? Email a CV and cover letter to Angela Dineen [angela@scotchwhiskyexperience.co.uk](mailto:angela@scotchwhiskyexperience.co.uk)

