



Ticketing Services Assistant

Starting salary of £18,200 rising to £19,082



About Us

Edinburgh Trams is the award winning operator of the city's tramway with a vision to be an integral part of the future success of Edinburgh and the Lothians by providing world-class, environmentally-friendly and socially-inclusive transport. The addition of new services, industry-leading levels of customer service and a range of dynamic initiatives have all contributed to Edinburgh's tramway becoming one of the UK's most successful transport systems. Delivering 'Excellence for Edinburgh' is our mantra. Our values are to be Trusted, Innovative, Passionate and Smart. We believe that if we are true to our values our company can look forward to even greater success and, as importantly, each of us will feel ever more proud, satisfied and happy in our work.

About the Role

You will work both on and off trams delivering the highest level of customer service while protecting revenue for the business. Checking the validity of travel passes, selling tickets and providing information on travel in and around Edinburgh are the main focus of the role. You will also play a key part in our handling of large events at locations such as Murrayfield Stadium.

A full job description is available on request.

About You

We are looking for candidates who can demonstrate a passion for delivering excellent customer service. Highly developed communications skills, flexibility, attention to detail and experience in working in a fast paced environment are all key to the role. You must be at least 18 years old to apply for this role.

Working Hours

This is a full time, shift work position working an average 40 hour week.

How to Apply

Please email your supporting statement and CV to careers@edinburghtrams.com. Your statement must include your motivation for applying and the key skills, experience, knowledge and approach you believe you can bring to the role.

Recruitment & Selection Process

If your application passes the initial sift, you will be invited to attend a half day assessment centre which may include testing, group exercises and an interview. If successful, start dates will be offered in January, April, July and October.

We recommend downloading and reviewing the job role fact sheet before applying.