

Visitor Welcome and Cable Car Host- Heights of Abraham

Do you enjoy meeting new people and helping them get the most out of their day? An outdoor lover and a real “people person”? The award-winning Heights of Abraham are looking for friendly, outgoing individuals to join our Visitor Welcome Team.

As the first point of contact for our visitors, those in this role really are the face of The Heights of Abraham – and ambassadors for this beautiful part of the world. They are key in ensuring each one of our visitors receives a warm, friendly first-class welcome.

This is an exciting new position that encompasses a variety of customer focused elements. There are three main areas of responsibility:

WELCOME & TICKET SALES

- Selling tickets at the Cable Car Ticket Office, till operation and payment processing, welcoming guests as they arrive at the Heights.

CABLE CAR BOARDING

- Working at both cable car stations, ensuring visitors board and disembark safely and efficiently.
- Ensuring queues are managed efficiently.

HOSTING & VISTOR ENGAGEMENT

- Meeting and greeting customers as they exit the cable cars.
- Clearly explaining the facilities and daily events programme.
- Answering customer queries, managing customer expectations and dealing with customer complaints.

Have you got what it takes to hit The Heights?

A smart, professional attitude will be second nature to you. You'll have great communication skills, be confident, friendly, approachable, and enjoy engaging with a wide variety of people. A proven track record in an environment where the customer comes first is preferred, as is experience in till operation and cash handling, but full training will be given if not. It will be necessary for you to travel by cable car throughout your working day. If needed, you won't be afraid to get stuck in and help other visitor-facing departments across the site.

Contract length: This is a seasonal position with immediate start available.

Hours: Variable daytime shifts available. As a visitor attraction, we're busiest at weekends, school and Bank Holidays. You will be expected to work a significant share of these peak times. Uniform is provided.

To apply, please email your CV to adam@heightsofabraham.com