



ABC LEISURE GROUP LTD

JOB DESCRIPTION

Job Title: Booking Office Administrator

Reports to: Office Manager

Who reports to: The Marketing & Sales Director

Number of subordinate staff : Nil

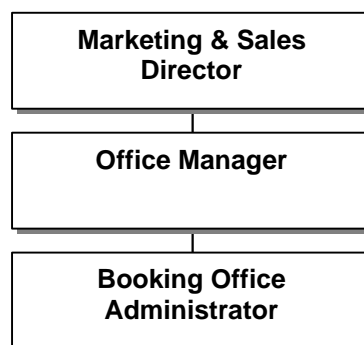
This is intended as a general indication of the main responsibilities of the job and does not include detailed instructions as to how the tasks are undertaken.

JOB PURPOSE

To provide information to enquirers regarding boating holidays and other company services and products. To be able to convert enquiries to holiday bookings and deal with other sales related tasks. To be able to process and complete the administration of the holidays and various other company activities.

To be the first point of contact detail politely and efficiently with telephone calls, emails, visitors and information requests.

ORGANISATION CHART





NATURE AND SCOPE

ABC Leisure Group Ltd are leading operators of canal and canalside leisure facilities with a central booking and enquiry office. The Booking Office Administrator role is to support these operations by being involved in the securing, confirming and processing of bookings. In addition the Company operate a number of online services and the role will also include active involvement in these operations.

The booking office operates seven days a week so some weekend and bank holidays working will be an absolute requirement.

MAIN ACCOUNTABILITIES

The Booking Office Administrator will be involved in:

1. Direct contact with the public by telephone, email and face-to-face, dealing with enquiries from all around the world.
2. Processing information requests and holiday bookings for ABC Boat Hire and a number of other companies.
3. General office duties, including filing, word processing, banking and post.
4. Accurate input and maintenance of computer and manual records for hire bookings and other sales activities.
5. Providing information to marinas and other departments to ensure they are able to provide a professional service to our customers and potential customers.
6. Providing administrative and sales support for the other business areas administered in the booking office.
7. Various other duties as directed by line management to maintain the efficient working of the business.

EMPLOYEE SPECIFICATION

It would be desirable for applications to have the following skills or knowledge:

- A good and confident telephone manner with the ability to deal with customers both on the telephone and face-to-face.
- Well organised and a good administrator able to take, record and file information and records legibly and accurately under minimal supervision.
- Computer literate with good keyboard skills.
- Literate with the ability to communicate effectively in writing.
- Numerate with the ability to record financial details accurately.
- Prepared to work flexibly as part of a small team including weekend working and some early evenings. Also to work alone when required. Able to work on own initiative.
- The ability to work methodically to deadlines and sometimes under pressure. The ability to handle and work through busy situations in a calm manner.