

Bookings Administrator

Monday to Friday, 09:00-17:30

£17-18,000 per annum

Working as bookings administrator you will be responsible for taking bookings and payments over the telephone. You will also be responsible for managing the memberships and associated admin.

The successful candidate needs to be self-motivated, enthusiastic with a good sense of humour. Working as part of a busy team of water sports instructors and centre management, you will interact with customers of all ages and backgrounds.

Due to the nature of the working environment and the inevitable contact with children this role is subject to a satisfactory enhanced DBS check. Duties include:

- Accepting bookings in person, over the telephone and online.
- Inputting and managing bookings on an online bookings system.
- Assigning relevant water sports instructors per courses.
- Dealing with day-to-day enquiries.
- Helping manage the instructor team and relevant rotas/timesheets.
- Monitoring monthly membership payments.
- Issuing new membership cards and sending renewal reminders.
- Generating invoices for corporate bookings.
- Maintaining the CRM database.
- Sending regular email newsletters to members and customers.
- Posting and updating the organisation's Facebook, Twitter and Instagram.
- Acting as personal assistant to company director.
- Office management (managing supplies and assisting with recruitment).
- Assisting with kitchen management (ordering supplies, scheduling staff).

The successful candidate you will need the following:

- Strong administration skills
- Highly competent with Microsoft Office specifically Excel, Word and Outlook
- Excellent communication skills
- Good sense of humour and happy to 'muck in' as part of the team
- Patient and tolerant of those without IT skills!
- Strong social media skills would be a bonus.