

POSITION DESCRIPTION

Position title **Customer Service & Administration Assistant**



Date Reviewed : **14th July 2022**

Pay rate & Conditions : The pay rate and employment conditions applicable to this position are covered under the *Clerks - Private Sector Award*

Background - Eco Abrolhos is a seasonal tourism operation conducting tours from Geraldton to the Abrolhos Islands for 5 days. During this time we snorkel the pristine waters, explore the rich history, enjoy the wildlife and much more that this area has to offer. Then during winter the vessel moves to the remote Kimberley for 13 night tours out of Broome and Wyndham to explore the remote and awe inspiring locations that this area is famous for. Two completely different locations with so much to offer. This is an opportunity to show your administrative talents as our Geraldton based administrative assistant.

Of prime importance to the company is the standard of service delivered to our guests while they are pre and post planning their tour on our vessel.

This Position Description has been established to outline the tasks associated with the role of Administration Assistant.

Hours of Work

The scheduled and expected hours of work are from between 9.00am – 3.00pm for 5 days a week

Reporting Relationships

Reports to: Operations Manager

Primary role

This important role will be the first point of contact over the telephone and face to face in the office. It is essential that the administration assistant has a pleasant disposition and can speak confidently, and problem solve when speaking with guests. Other duties include data entry, sales administration and assist with guest transfers.

Duties & Responsibilities

1. Answering and directing incoming telephone calls
2. General office administration, including organising pre departure information for the vessel & ensuring Guest information is emailed at relevant times
3. Liaising with guests pre departure and answering any queries
4. Reservation entry into Rezdy online booking system
5. Agent Invoicing & Customer service

6. Bank receipting
7. Creditor Invoice entry to MYOB & Payments
8. Reconciliation of Staff Credit cards & entry into MYOB
9. Follow up guests for unpaid tours
10. Scanning & archiving of completed tour paperwork from vessel
11. Compiling brochure packs
12. Assist with guest transfers
13. Flight bookings, food & alcohol ordering & deliveries for vessel
14. Adhoc assistance to the Operations Manager as required

Qualifications Required

- Experience in MYOB, Excel, Rezdy (advantage)
- Valid current Western Australian Driving Licence, Class 'C'.
- Police Clearance
- Covid-19 Hygiene Certificate

Skills, Knowledge, Abilities & Attitude Required / Selection Criteria

1. Be proficient and have sound administration experience
2. Essential to have excellent communication skills and a friendly nature
3. Attention to detail and accuracy in your work
4. Be highly organised and have great time management skills
5. Be adaptable and be able to work under pressure
6. Able to work independently and use initiative
7. Work in a small office team environment
8. Be able to demonstrate your right to work in Australia & also be double vaccinated for Covid-19 prior to commencement

I acknowledge that I have read the above Customer Service & Administration Assistant Position description as well as the company policies below and agree to abide by them;

Policies Attached: Drug and Alcohol, Smoking, Stop Work, Harassment, Conduct & Confidentiality, Medical, HSE

Employee's Signature: _____

Printed Name: _____

Date: _____ / _____ / _____