

## **JOB DESCRIPTION**

**JOB TITLE:** Administration Assistant

**DEPARTMENT:** Office

**RESPONSIBLE TO:** Caravan Park & Office Manager

**WAGE:** TBA

### **JOB PURPOSE:**

To contribute to the efficient running of the office/reception at Woodlands Leisure Park & Caravan Park.

### **CONDITIONS:**

The Administration Assistant works on one of the reception desks in the main office. There is a computer network with each computer having Microsoft Office programmes. We also have a specialised caravan park booking/enquiry system for which on the job training is given. There is access to other usual office equipment. The office at Woodlands is at its busiest during the main summer months, particularly the school holidays. The office staff work closely with the Directors, Caravan Park & Office Manager and other staff. The main reception is open-plan, with visitors, customers, staff and delivery drivers often calling in. There is a lot of customer contact and variety which makes it a very interesting place to work. During the summer season it can be a busy and noisy office but it is also very friendly.

### **HOURS:**

The office opens at 9.00 am. Finish times vary according to the time of year to ensure the smooth operation of the Park: approximately 5.00/5.15 pm (winter), 5.45pm (spring), 6.15pm (Whitsun Half Term) and 6.45/7.00pm (summer holidays). If you were working on a Friday the finish time is later due to dealing with arrivals for the Caravan Park, when possible this later finish time alternates with other staff; this is in term-time from Easter to October. Wages can be discussed at the interview stage. Due to the nature of the tourism industry it is important that the staff have a flexible approach to their work. There are a total of 28 days holiday per year, holidays cannot be taken during the school holidays or on Bank Holidays as these are our busiest times. We close for several days over Christmas, this year it is the 23<sup>rd</sup> to 26<sup>th</sup> December and the 1<sup>st</sup> January. **Apart from those dates the office is open 7 days a week so being able to work on Sundays and/or Saturdays is a necessary requirement of the job.** There is a half an hour unpaid lunch break. When the Leisure Park is open there is the opportunity to purchase food for lunch with a 50% discount.

### **SKILLS:**

1. Fully computer literate with extensive experience of Microsoft Office programmes. Previous experience of Adobe Photoshop would be beneficial.
2. The ability to communicate information to members of the public on the telephone, in person and in writing.
3. A conscientious approach to work with excellent attention to detail.
4. Good organisational and office procedure skills.
5. Cheerful, confident personality with good customer care skills.
6. The ability to remain calm and level headed in demanding situations.
7. Able to work flexible hours at busy times.
8. The ability to work as part of a team and independently
9. Being able to prioritise work tasks, adjust to shifting priorities and meet deadlines.
10. Driving licence with own transport (to get to and from our rural location)

It is important to be able to assimilate information quickly as there is a lot of training initially, as well as to be helpful, friendly and efficient.

## **WORK TASKS:**

As the first point of contact in Reception, this role involves gaining and then applying a large amount of knowledge. You will gain some of it during your initial training, some through observation of your colleagues' interactions with customers/staff and via hands-on experience.

The role involves a lot of telephone work and talking to people in person:-

- Answering general enquiries
- Taking bookings for the leisure park and caravan park
- Receiving calls and directing them to the correct departments, including dealing with incoming sales calls
- Taking accurate messages and passing on important information
- Greeting customers, visitors and staff with a friendly smile and helpful demeanour
- Directing deliveries to the correct areas
- Dealing with complaints from customers

You will get extensive on the job training on our bespoke caravan park booking system, which you will use to:-

- Take accurate bookings and process payments for the caravan park
- Check-in new arrivals
- Answer questions about availability and prices
- Help customers plan their holidays
- Keep the storage customers' accounts up to date
- Assist customers with problems or enquiries they may have whilst they are on site.

There are general administration tasks:-

- Writing letters using Microsoft Word
- Answering enquiries via email using Microsoft Outlook
- Dealing with lost property and contacting owners
- Handling incoming and outgoing post
- Organising and compiling packs for mail drops
- Using Microsoft Access databases
- Use of Excel spreadsheets
- Making up welcome packs for customers that stay on the caravan park
- Researching online
- Filing
- Photocopying
- Data entry
- Carrying out other duties as required

For the right candidates there is also scope to expand the job further into:-

- Assisting with the organising, advertising and running of events, such as Easter and Halloween, with the marketing department
- Tasks associated with event preparation such as decorating and theming of different areas
- In-house design work for posters, imagery around the park and photography using Adobe Photoshop, Powerpoint or Publisher in conjunction with the marketing department
- Organising and compiling content for our caravan park welcome guide
- Some work with the accounts department such as co-ordinating payment of group invoices
- Creating graphs and compiling reports used by the marketing department and the Directors
- Helping the marketing department with the running of competitions and selecting prize winners during events

This is by no means a comprehensive list as the role is extremely varied. It is a role that develops over time. You will gain experience and skills in many different areas. It is recognised that for or a person joining the company for the first time, it will obviously take some time before they will be able to carry out all the work tasks listed above. The main requirement for the job is for someone who is interested, willing and able to learn.