

**Job Description:**

<b>Job title:</b>	Administration Assistant
<b>Job Purpose:</b>	To present a professional and positive image of the business at all times. To ensure all sales and contacts with the business, whether online, on the telephone, or in person, are processed quickly, and appropriately to help the business to meet targets. To open e mail inbox daily and field/answer all messages to ensure they are all replied to by end of day. Process bookings, payments and invoices as necessary. Oversee the maintenance of the CRM booking and payment systems and records. Assist with staff training and H&S records. Assist team with any administrative tasks necessary for the smooth day to day running of the centre.
<b>Department/Location:</b>	Newquay Activity Centre
<b>Reporting to: (Supervisor/manager)</b>	Centre Manager, Sales Co-ordinator
<b>Hours of Work:</b>	e.g. 40 hours over 5 days Monday to Sunday, 8am to 10pm on a flexible rota basis Start date: ASAP dependant on availability of successful applicant
<b>Salary Range:</b>	Basic salary £18,720 + Bonus (OTE £22,720) Per annum
<b>Main Responsibilities:</b>	e.g. Answering and directing phone calls, e mails, online enquires Sales, processing and updating bookings, payments and maintaining CRM/Online booking system. Live chat. Monitoring and replying to online reviews Invoicing and recording payments and liaising with accounts General office tasks as required, keeping the working environment tidy and efficient at all times

**Person Specification:**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; training:</b>	e.g. Educated to GCSE level, or has equivalent qualifications or experience.	e.g. GCSE (or equivalent) Maths and English qualifications.
<b>Previous experience:</b>	e.g. Previous experience working in an office or customer-service based role. Can use own initiative.	e.g. Previous work experience as a sales administrator.
<b>Skills:</b>	e.g. Good customer service, communication and organisational skills, ability to multi task and proficiency in using Microsoft Word, Excel and email.	e.g. Previous experience with online bookings, CRM and handling phone enquiries. Good typing skills.
<b>Personal qualities:</b>	e.g. Courteous, flexible and professional. Able to work on rota basis to cover evenings and weekends. Team player.	e.g. Willingness to undertake training and expand skills. Interest in the outdoors and ocean to be able to impart this to customers.