

The Landmark Trust

JOB DESCRIPTION

Job Title:	Bookings Assistant
Reporting To:	Bookings Manager
Liases with:	General Public other Shottesbrooke Departments Property staff
Hours:	18 hours a week (10.30am to 5pm Wednesday, Thursday and Friday)
Salary:	£11.89 per hour

Summary of the role:

Bookings Assistants have an important role in helping Landmark's potential visitors to book a property to suit their needs in an efficient, friendly and helpful manner. The role includes providing telephone and email advice to potential visitors, taking bookings and processing payments, contacting customers when there are problems in properties and rearranging stays. Contacting customers re post stay feedback.

Duties and Responsibilities:

1. Provide telephone and email advice to potential customers regarding Landmark properties and other aspects of stays at Landmarks, taking responsibility for resolving queries
2. Take telephone bookings from customers, entering the booking details onto the database and taking payment
3. Contacting customers when there are problems in properties and rearranging stays
4. Assisting the Bookings Manager with customer feedback
5. Respond to requests for merchandise, taking details, entering these onto the booking system, taking payment and fulfilling the order
6. Undertake general administrative duties
7. Any other duties reasonably required by the Bookings Manager

QUALIFICATIONS AND EXPERIENCE

Education:

- GCSE passes in English and Mathematics

Knowledge and Experience

- A minimum of 1 year's experience in a role involving customer service
- Proficient in Word – able to prepare letters using a template, formatting them correctly
- Proficient in Excel – Able to set up simple spreadsheets and enter data; Use of simple formulae eg Sum
- Experience of using databases – entering and retrieving information

Competencies

- Professional and confident telephone manner
- Excellent written and spoken English
- Excellent interpersonal skills, able to relate to people from all walks of life
- Confident with technology
- Strong customer service attitude
- Able to think laterally to resolve queries and issues
- Well organised
- Flexible
- Positive attitude at all times
- Maintains high standards of work
- Able to remain calm under pressure

Additional Information

We receive queries by email as well as telephone, and due to the individual nature of each Landmark property, we need a bookings team that will take responsibility and great care to ensure that each customer is happy with their choice of property. These roles are not typical "call-centre" jobs.