

NOBLE CALEDONIA

JOB SPECIFICATION

Position: Reservations Administrator, Full Time, Permanent

Reporting to: Reservations Manager

Reportees: 0

The Role: The reservations administration department is responsible for processing client booking and dispatching pre and post tour documentation within required deadlines and high levels of accuracy. As part of the reservations administration team, the role of the Reservations Administrator (RA) is to carry out a variety of administrative tasks and assist in the smooth running of the department in order to ensure that work is completely accurately and in a timely manner.

Main Duties

Including, but not limited to:

- Processing booking forms
- Checking and sending out confirmation and revised invoices
- Processing of incoming client mail eg insurance details, doctor's letters and fitness form
- Preparation and dispatch of:
 - PDIs and Final Documents
 - Flight Schedule Change Letters
 - Flight Confirmation Letters
- Checking of flight e-tickets

On a backup basis:

- Assisting with Archiving of files and rotation/maintaining of the filing system.
- Staying for the post collection (usually arrives between 17.45-18.30 hours)
- Opening and sorting of all incoming post and distributing to staff within the Reservations Department
- Stock Report & Ordering

Other Duties

Noble Caledonia is a small company and as a consequence requires maximum flexibility amongst and within staff groups. Reservations Administrators, together with other staff members, are therefore required, from time to time, to perform other duties which are not otherwise herein defined but which are a necessary feature of the company's trading and operations, including cover for sick leave, vacations and other short-term absences.

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Criteria:

- Minimum of 1 year travel industry experience (cruise or tour operator preferred)
- Diploma/degree in travel and tourism preferred
- GCSE passes (or equivalent) in English & Maths are essential
- IT literate with a good working knowledge of MS Office and CRS (Resco)
- Strong ability to multitask and prioritise workload
- Able to respond quickly and accurately to enquiries/changing priorities
- Accuracy and working to deadlines are fundamental to the role.
- Excellent oral and written communication skills
- Enthusiastic, reliable, self motivated team player

Terms & Conditions:

- Salary – competitive depending on qualifications and experience
- Profit and performance related discretionary bonus paid annually
- Full time, permanent role
- 37.5 hours per week from 09.00-17.30 hours Monday to Friday
- 23 days annual leave rising to 28 days after 5 years' service and 33 days after 10 years' service + bank holidays
- Private Medical Healthcare scheme
- Pension scheme with company contributions starting at 6.50% of salary, increasing to 7.50% after 3 years and 10.% after 10 years (note that increased contributions are subject to employee contributions being made)
- Childcare voucher scheme
- Season Ticket Loan
- Product Training Visits
- Located in Victoria, London
- 6 month probationary period