

1 **Electra role brief for Custom Charter Administrator**

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Role	
<p>What would I have to do?</p>	<p>Volunteer Custom Charter Administrator role</p> <p>Complete Custom Charter bookings from initial enquiry, through Provisional booking, to Confirmed, including; -</p> <ul style="list-style-type: none"> a. Prompt and professional response to enquiries for custom charters, helping client complete proforma. b. Take bookings for custom charters from several different sources (Email, web phone) through from provisional enquiry to booking and confirming the booking. c. Scheduling cruise in line with existing bookings and notifying Online Sales Coordinator that date must be removed from the TYG Calendar temporarily and then removal confirmed once payment made.. d. Issuing quotations, invoices and receipts, charter booking confirmation emails etc, using company systems e. Capturing and ensuring full payment is made before releasing the charter booking to the operations team. f. Inputting Booking information for production of various reports and work with Volunteer lead for rostering of Boat crew g. Updating bookings with payments and sending report to Financial Director h. Check bank statement for BACs payments against booked custom charter bookings. i. Arrange for potential custom charter hirers to view Electra Community boat, when requested and if possible. <p>Maintain and update guidance notes for making Custom Charter bookings</p> <p>Liaise with Sales/Marketing Team to request updates to Custom Charter marketing materials and tools.</p>
<p>What do I get in return?</p>	<p>Experience with working in team of dedicated volunteers in the running and operation of a state of art electric community boat.</p> <p>Ability to develop and apply own skills in sales and booking / chartering administration.</p> <p>Useful experience for CV</p> <p>Satisfaction of helping a new social enterprise to succeed</p>
<p>How much time is needed?</p>	<p>Half a day a week on average; but with peaks in Spring 2021 and planning over the winter months and for each new campaign developed for launch in the March.</p> <p>Work may be undertaken from your own workspace, working online using your own equipment and/or from our Campbell Wharf office when available in due course</p>
<p>What skills are needed?</p>	<p>Excellent IT skills in Excel, Word, Mail merge and desirable WordPress are key for each role, along with excellent customer care, in both written and</p>

	<p>oral communication. Precise attention to detail and timeliness are also required.</p> <p>Time Management.</p> <p>Good inter-personal skills to work with customers and as part of the volunteer team</p> <p>Self motivated</p> <p>The Online Sales System Administrator role requires the ability to learn and confidently use a specific online sales system</p>
Person spec	<p>Strategic professional and practical, very organised.</p> <p>Good communicator, good inter-personal skills, and a team player</p> <p>Ability to get things done and achieve positive outcomes.</p> <p>A willingness to learn</p>
Working with?	<p>Working closely with the Electra's volunteer Sales and Marketing Leads and Team members, and the Volunteering Coordinators for rostering of boat crew.</p> <p>Custom Charter also liaising with Finance Director and System Admin with IT Director/BMKWEL Sales Administrator</p>