

Electra role brief for Bookings Team Leader Volunteer

Role	
What would I have to do?	<ol style="list-style-type: none"> 1. Lead and coordinate the work of the volunteer Bookings Team. 2. Create the Excel Bookings Calendar in six 6/7 week Roster Periods over the cruising season to show details all bookings of the boat (training, maintenance, marketing, etc as well as cruises) in line with the Sales Plan developed by the volunteer Sales Lead. 3. Liaise with the company's Online Bookings Administrator (Kat Allen) to enable her to upload to the online ticketing system (TYG) all Electra cruise details to support online booking of tickets/gift vouchers, and use of promotional codes, for cruises in the Calendar. 4. Interrogate TYG weekly to update the 'status' of cruise bookings and catering requirements in the Bookings Calendar. 5. Liaise weekly with the volunteer Rostering Team to ensure all cruises have the appropriate crew in place, correctly listed in the Calendar. 6. Liaise weekly with Social Media volunteers for specific promotion, and with volunteer Sales Lead and Rostering Leads re potential cancellations. 7. Serve as a member of the Ops Management Team, including producing a monthly Bookings Report. <p>* Holiday cover can be arranged within the Ops Management Team, or this role could be undertaken as a job-share by two volunteers, but an ongoing weekly commitment is needed.</p> <p>[This role covers items 1, 6, 7, 17 in the Flowchart]</p>
What do I get in return?	<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 administration.</p> <p>Useful experience for CV.</p> <p>Satisfaction of helping a new social enterprise to succeed</p>
How much time is needed?	<p>4 hours per week on average during the cruising season, plus 6 hours six times a year to set up each of the six new Roster Periods; plus monthly Ops Management Team meetings.</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.</p>
What skills are needed?	<p>Excellent IT skills in Excel and the ability to interrogate a sales database.</p> <p>Excellent customer care, in both written and oral communication.</p> <p>Precise attention to detail and timeliness are essential.</p> <p>Good inter-personal skills to work with customers and volunteer colleagues.</p>
Person spec	<p>Professional and practical, very organised and self-motivated. Good communicator, good inter-personal skills, and a team player. Ability to get things done and achieve positive outcomes. A willingness to learn.</p>
Working with?	<p>Bookings Team, Sales, Marketing and Rostering Teams, Ops Management Team colleagues and the company's Online Bookings Administrator.</p>

Electra role brief for Customer Liaison Volunteer

Role	
What would I have to do?	<p>Daily throughout the season provide a prompt and helpful response to customers*:</p> <ol style="list-style-type: none"> 1. Deal with customer enquiries via email/phone to answer any questions regarding public cruises and private charters booked online. 2. Make transfers and issue refunds via the online ticketing system (TYG) following company guidelines. 3. Liaise with other members of the Bookings Team, as appropriate to resolve queries. <p>* Holiday cover can be arranged within the Bookings Team, or this role could be undertaken as a job-share by two volunteers, but an ongoing short commitment most days is needed.</p> <p>[This role covers items 8 and 17 in the Flowchart]</p>
What do I get in return?	<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 administration.</p> <p>Useful experience for CV.</p> <p>Satisfaction of helping a new social enterprise to succeed.</p>
How much time is needed?	<p>½ hour on average on most days during cruising/booking season.</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.</p>
What skills are needed?	<p>IT skills in, email and Word and the ability to make simple use of the online ticketing system.</p> <p>Excellent customer care, in both written and oral communication.</p> <p>Precise attention to detail and timeliness are essential.</p> <p>Good inter-personal skills to work with customers and as part of the volunteer team.</p> <p>Self-motivated person.</p>
Person spec	<p>Professional and practical, very organised. Good communicator, good inter-personal skills, and a team player. Ability to get things done and achieve positive outcomes. A willingness to learn.</p>
Working with?	<p>Working closely with the Bookings Team and Sales Lead where required.</p>

Electra role brief for Catering & Crew Support Volunteer

Role	
What would I have to do?	<p>At least twice weekly throughout the season:*</p> <ol style="list-style-type: none"> 1. Interrogate Bookings Calendar/ TYG to collate catering orders and forward to Quartermaster. 2. Create and issue crew Cruise Briefs from Bookings Calendar & online ticketing system (TYG) 3. Liaise with other members of the Bookings Team, as appropriate, regarding missing or inconsistent data. <p>* Holiday cover can be arranged within the Bookings Team, or this role could be undertaken as a job-share by two volunteers, but an ongoing weekly commitment is needed.</p> <p>[This role covers items 11 and 12 in the Flowchart]</p>
What do I get in return?	<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 administration.</p> <p>Useful experience for CV/</p> <p>Satisfaction of helping a new social enterprise to succeed/</p>
How much time is needed?	<p>4 hours pw on average during cruising/booking season.</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</p>
What skills are needed?	<p>Good IT skills in Excel, database interrogation, and email.</p> <p>Precise attention to detail and timeliness are essential.</p> <p>Good inter-personal skills to work as part of the volunteer team.</p> <p>Self-motivated person.</p>
Person spec	<p>Professional and practical, very organised. Good communicator, good inter-personal skills, and a team player. Ability to get things done and achieve positive outcomes. A willingness to learn.</p>
Working with?	<p>Working closely with the Bookings Team and Sales Lead where needed.</p>