



ABC LEISURE GROUP LTD

JOB DESCRIPTION

Job Title: Administrator / Receptionist

Reports to: Marina Manager

Who reports to: Regional Director

Number of subordinate staff : 0

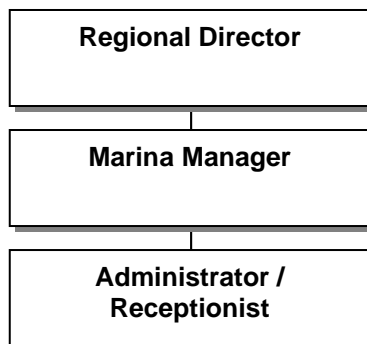
This is intended as a general indication of the main responsibilities of the job and does not include detailed instructions as to how the tasks are undertaken.

JOB PURPOSE

A varied job supporting the Marina Manager, Marina operation, chandlery, boat hire, retail sales, repairs and brokerage by carrying out administrative and reception duties. To maintain work recording and stock recording, ordering and re-ordering as required to maintain the efficient operation of the business.

To be the first point of contact dealing politely and efficiently with phone calls, customers, visitors, and requests for information. Be responsible for ensuring the administrative requirements of the marina are completed accurately and to the time scales required.

ORGANISATION CHART





NATURE AND SCOPE

ABC Leisure Group Ltd are leading operators of marina facilities, a boat hire fleet, and boat building operations. The Administrator / Receptionist role is to support these operations by carrying out varied duties, ensuring all sales opportunities are maximised, and that the administration for the location is carried out efficiently in support of business requirements.

MAIN ACCOUNTABILITIES

- 1 Carry out varied administrative duties in support of the Marina, Boat Hire, Chandlery, and Brokerage operations.
- 2 General reception duties for all visitors, customers and telephone calls.
- 3 Input and maintain both computer and manual records for stock control, re-ordering, and all aspects of the marina.
- 4 Maintain records of sales, deliveries and stocktaking as directed.
- 5 Maintain brought forward system and chase actions and orders as required.
- 6 Carry out filing duties so that records can be retrieved easily.
- 7 Cash up and balance shop income as required.
- 8 Carry out chandlery, shop and sales duties.
- 9 Liase and provide information to Head Office.
- 10 Undertake any other duties, as directed by line management to maintain the efficient working of the business.



EMPLOYEE SPECIFICATION

- Good interpersonal and verbal communication skills with the ability to deal with customers, managers and staff both on the telephone and face to face.
- Well organised and a good administrator able to take, record and file information legibly and accurately.
- Computer literate with good keyboard skills.
- Literate with the ability to communicate effectively in writing.
- Numerate with the ability to record financial and data details accurately.
- The ability to work methodically, to deadlines, and sometimes under pressure.
- Able to take work bookings and to sell our services over the telephone and face to face when required.
- Prepared to work flexibly as part of a small team including weekend working.
- Organised and able to work on own initiative with minimal supervision.
- Knowledge of boats and the canal system an advantage.