



## Job Description

<b>Job Title</b>	Bookings and Operations Coordinator
<b>Hours</b>	Either one Full-time role, 40 hours per week, or two part-time roles, each 24 hours per week (0.6 FTE). Standard working hours: Monday to Friday, between 9am to 6pm. Flexible approach to evening or weekend work in response to business needs.
<b>Reporting to</b>	Operations Manager
<b>Direct Reports</b>	None
<b>Indirect Reports</b>	Liaison with Drivers and Conductors – predominantly part-time staff
<b>Last update</b>	11/01/2016

### Overall Purpose

- a) To maximise the sales and profitability of the business;
- b) To engage with customers, provide quotations, take and maintain bookings;
- c) To use relevant IT systems to maintain the business's bookings and records;
- d) To work as part of a small team to ensure the business delivers outstanding customer service;
- e) To promote the business, products and services to existing and new customers and markets.

### Duties and Responsibilities

- 1) Provide quotations, take and maintain bookings over the telephone and internet, using relevant IT systems to accurately record and maintain the bookings;
- 2) Follow up quotations to understand the customer's needs and maximise conversions to bookings;
- 3) Identify new sales opportunities and markets and promote our services to these;
- 4) Develop and maintain a thorough understanding of IT systems in use across the business;
- 5) Liaise with external partners and businesses to further the interests of the business;
- 6) Represent the business at external events including exhibitions, trade shows and networking;
- 7) Ensure compliance with statutory duties in relation to Health and Safety and data protection;
- 8) Manage the office working environment, including the replenishment and storage of supplies;
- 9) Contribute to the development of the business using innovative approaches to achieve results;
- 10) Prepare documentation (including personalised destination blinds) and route information for bus crews using appropriate systems, including Google Maps and TomTom Telematics;
- 11) Process payments for jobs and ensure that payments are collected in a timely fashion;
- 12) Co-ordinate and liaise with third party suppliers e.g. tour guides, branding & marketing;
- 13) Monitor and review IT systems and documentation to ensure completeness and accuracy of business information;
- 14) Allocate vehicles and staff to jobs using the relevant IT systems;
- 15) Prepare and manage information on the business's website and social media platforms;
- 16) Develop, implement and maintain policies, procedures and documentation in line with good practice and the development of the business;

- 17) Undertake such courses and training as is deemed necessary by management for the fulfilment of the duties required for this job;
- 18) Work collaboratively as part of a small team to achieve the business objectives;
- 19) When dealing with clients and members of the public, to do so in a polite and courteous manner reflecting the ethos of the business;
- 20) Demonstrate commitment to equality of opportunity and access to all sections of the community in both service provision and employment and ensure that policies valuing diversity are actively promoted, implemented and developed;
- 21) Fulfil other duties which may be required from time to time or as requested by Management.