

HOODOO ADVENTURE COMPANY LTD JOB DESCRIPTION: Booking Administration



Position: Bookings Administrative Assistant

Reporting to: Bookings Manager

Functional Relationships with: Marketing and Business Development Manager, Operations Manager, Client Experiences Manager, General Manager, Operations Staff

Primary Objective: Hoodoo Adventure Company Ltd is searching for a bright, energetic and detail-oriented team player. The Bookings Administrative Assistant is responsible for day to day bookings from inquiry to post event feedback, providing information and tracking the experience, while offering administrative support to the team.

Key Tasks:

To assure that the all Bookings are dealt with in a timely and professional manner and that the operations staff have the information they need to deliver successful and safe experiences.

Accountabilities:

1. Maintains accurate and up-to-date records and files for all bookings and tours
2. Manage communications with the client from inquiry to delivery to follow up/feedback
3. Manage Feedback and post trip deliverables (photos, video and/or any further information required)
4. Secures all required contracts, invoices, proof of insurance and other documentation as needed
5. Receive and process bookings, payments and deposits. Invoice customers and special group events
6. Send pricing, program details and itinerary changes
7. Send information on Cancellation Policies and Procedures with Confirmations.
8. Check in with clients pre-trip via phone and/or email
9. Enter events in Calendar and keep the calendar organized, clean and up to date.
10. Assign Staff, vehicles and rentals (resources) to individual events
11. Assure proper communication with Operations Manager and General Manager about equipment availability and conditions, catering needs, restaurant/accommodation bookings, etc.
12. Liaise with Bookings Manager, Operations Manager and General Manager at a weekly meeting
13. Liaise with Marketing and Business Development Manager daily to fill trips and shuttles.
14. Print updated trip rosters daily
15. Reply to event/race registration emails in a timely manner and source the information needed to respond to their inquiries
16. Liaise with the Bookings Manager on invoicing and contract for all clients and vendors
17. Follow up on contracts and payments in a timely manner
18. Maintains customer confidence and protects operations by keeping information confidential.
19. Welcomes guests and customers by greeting them, in person or on the telephone; answering or directing inquiries
20. Assist with Bookkeeping duties.

Skills/Qualifications Required:

Our ideal candidate would possess the following:

- Passion for tourism, proven work history in office or similar environment, demonstrated organizational skills
- Excellent communication skills: verbal, administrative writing and creative writing
- Ability to work independently, multi task/manage multiple projects simultaneously and achieve results on deadlines
- Positive attitude, resourceful nature and excellent problem-solving capabilities
- Microsoft Office (Outlook, Word, Excel, PowerPoint); proficiency in Adobe Creative Suite ideal but not required, online registration systems
- Proficiency in Bookkeeping programs. (Sage Accounting Program)