



Administrator Role Profile

The main purpose of the role is to assist in the smooth running of the Ski Magic office in order that our operations run effectively and efficiently.

Administration tasks:

- After-sales correspondence with guests
- Updating booking software
- Cross-checking all arrival information
- Preparation of arrival information for chalets
- Logistic and transfer planning for guest transfers
- Order of ski passes, collect and reconcile payment
- Using accountancy package to enter invoices
- Liasing with suppliers such as lift pass office, Tourist Office, accountant
- Customer facing, delivering lift passes to chalets and collecting payments
- Keeping marketing platforms updated eg availability, changes to product

Communication and other tasks:

- Report to the Directors and communicate with resort manager
- Attend and contribute to weekly team meeting
- Identify and suggest any improvements or initiatives to help customer satisfaction
- Proactively report any issues with the office/chalet equipment or Ski Magic service
- Occasional work within the chalets when required
- Complete company paperwork as required

Competencies and experience:

- Work experience in the hospitality environment preferred but not essential
- Customer service experience preferred
- Excellent communication skills
- Experience of working unsupervised
- Good computer skills
- Excellent attention to detail
- Time-keeping and prioritisation skills
- Positive outlook, strong work ethic and discretion
- Natural team player with a friendly disposition
- Flexibility will be required, to work with the needs of the business
- Drivers licence preferred
- UK resident with NI number, registered address, EU passport