

**Canoe2**, a busy local Canoe Hire Company is re-locating to the Boathouse at the prestigious Rushden Lakes development and requires new team members to help an expanding business. These new team members will play a central role in helping us offer an exciting one stop shop for paddling adventures to a huge audience. This will include us providing:

- Canoe Hire on the River
- Short break canoeing holidays on the River Nene
- Short term paddle craft hire on the lake
- A Canoe & Kayak Shop
- Meeting Room Hire

## **Position Description**

### **Job Title:**

**Customer Booking Advisor** (part time/full time)

### **Job Summary:**

To ensure that all customer enquiries and bookings regarding paddle trips and short breaks are dealt with in a professional, friendly and courteous manner. Information is correctly taken and logged and all booking confirmations and trip information are sent to the customer swiftly and efficiently. To engage professionally with our business partners throughout the enquiry and booking process to ensure all information regarding the customer's trip is correctly communicated.

**Remuneration:** £8.00 - £8.50 PH

### **Main Activities:**

- Dealing with trip enquiries and bookings over the phone and by email.
- Processing customer card payments using World Pay online system or handheld device.
- Recording information on excel spreadsheets or similar
- Sending all booking confirmation and trip information to the customer by email or post
- Liaison with business partners by telephone and email
- Other supporting admin duties as required
- To serve customers in the shop when required

**Special Conditions:**

- Arrangement of working hours will need to be in keeping with the operational and business requirements of Canoe2.
- Working hours will be on a rota and will include weekends.
- Leave will be restricted during the peak summer holiday season.
- Occasionally, training and meetings will be organised outside normal working hours. The post holder will be expected to attend whenever practicably possible.
- The reputation of Canoe2 is extremely important. It is a condition of employment that whether inside or outside of working hours the post holder upholds this reputation by positively promoting Canoe2.

**Knowledge and Qualifications:**

- A working knowledge of Microsoft Office Word, Excel and Outlook.
- A good geographical understanding of the Nene Valley would be beneficial though not essential.
- Paddle sport experience is of benefit though not essential in this role.

**Work Experience:**

- No experience necessary of this industry.
- Previous Admin/Office experience essential.
- Confident telephone user/manner

**Capabilities (Skills and Behaviours):**

- The ability to quickly build a good strong rapport with customers.
- Have a high level of reliability, enthusiasm and sense of responsibility
- Work efficiently, accurately and multi-task under pressure.
- Be self-motivated and have a good work ethic.
- Have the ability to continually think ahead.
- Be able to maintain the highest level of professionalism and integrity.

- Possess a genuine 'can do' approach.
- Be a team player but also have the ability to work alone and use initiative.

**Key Role requirements:**

- Must be able to work at weekends and consider these as normal working days.