

BEACH RETREATS

JOB DESCRIPTION

Full Time Reservations & Customer Services Co-ordinator

Beach Retreats are a holiday letting agency specialising in contemporary self-catering properties on some of Cornwall's finest beaches.

We are looking to recruit a full time reservations and customer services co-ordinator to join our team in the day to day administration of our reservation and customer facing services.

Key Responsibilities:

- To carry out the customer-facing service for Beach Retreats, specifically:
- Handling bookings and enquiries:
- Answering enquiries by phone and e-mail and live chat.
- Process bookings over the phone and online.
- Amend and manage cancellations, security deposits and outstanding balances.
- Participate in the on-call rota for out of hours cover.
- Liaise with guests and owners to deal with and resolve guest complaints and damage claims.
- Provide arrival information to the respective property management companies.
- Visit new and existing properties for familiarisation and conduct annual property inspections and access statements
- Complete the daily bank reconciliation
- Collate and respond to guest feedback as well as analysis to help improve the guest experience.
- Maintain accurate records of queries, feedback and complaints.
- Other admin tasks within the department.
- Taking ownership of projects to deliver better services to guests and owners.
- Organizing journalist stays.

Essential experience:

- English & Maths GCSE Grade A-C (or equivalent)
- Experience in a customer administration or customer service role
- Working knowledge or qualifications in computer programmes including Word, Excel, Outlook and confidence in using technology on a daily basis
- Full clean valid driving licence

Key Skills required:

- Excellent communication skills.
- Good interpersonal skills.
- Attention to detail and ability to maintain accurate records.
- Ability to work on own initiative as well as part of a team.
- Confidence in dealing with guests and owners positively.
- Ability to write clearly and concisely.
- Ability to work in a sometimes busy and noisy environment.

Why you should join the team:

- Excellent career prospects in an ever-expanding organisation
- Fantastic staff discounts on stays and facilities in our group's hotels; including Watergate Bay and its three restaurants.
- Free surf lessons and hire at the Extreme Academy.
- Contributory pension scheme

Full Time – 5 days per week including occasional weekends.

£18779 p.a (pro rata) + benefits package

Please submit CV with covering letter outlining why you should be considered for this position to:
hr@beachretreats.co.uk

Closing Date: Monday 5th December 2021