

POSITION DESCRIPTION



POSITION DESCRIPTION– Administration Traineeship

Reports To:	Administration Manager
Location:	Triabunna, Tasmania

Role Purpose

Assist with business administration, operations and customer service tasks in a busy events business. Tasks include event bookings, accommodation bookings, filing, typing and general office duties.

Duties

- Administration Duties
 - Answering calls, responding to queries, assisting and advising customers with events and accommodation options, and redirecting phone calls to the appropriate team member.
 - Responding to incoming booking enquiries via email in a timely manner.
 - Responding to all other incoming enquiries in the absence of the Administration Manager.
 - Processing accommodation and ticket bookings, including credit card payments.
 - Managing booking calendar restrictions & creating and monitoring coupon codes.
 - Sending booking confirmation emails, welcome letters, post stay emails, and event feedback emails to attendees.
 - Creating events in the ticketing platform.
 - Adding new subscribers to the subscribers list.
 - Sending Event Sales Report to the team.
 - Receiving, scanning, and filling invoices.
 - Data entry and filling.
 - Assisting with merchandise and general inventories.
 - Ensuring general office operational requirements including office supplies and tidiness.
 - General purchasing tasks and receiving deliveries, receiving mail and postage.
 - Supporting the general administration requirements of the business.
 - Calendar scheduling and sending out meeting invites.
 - Customer service to events and accommodation clients. Being the first customer entry point for general enquiries from potential customers and community members.
 - Taking pictures of events.
- General
 - Meeting study course requirements.
 - Other reasonable duties as required to support SBM business activities.
 - Contributing to a dynamic workplace by being an active team member and sharing ideas and creative solutions.
 - Promote the values and ethics of the business.

Qualifications

Necessary: Full drivers license

Desirable: Word processing and computer skills

Employee Commitment

Employee Signature:

Date: