



Sales and Reservations Associate

This role is based in our Head Office on Seven Mile Beach supporting our existing Sales & Reservations team of 3. You will be one of the main points of contact for all Sales and Reservations queries and bookings received via phone and email, whilst working closely with other teams to ensure the smooth running of all our excursions and operations.

It is 45 hour working week (5 days). Working days will include Saturdays, Sundays and public holidays as required, due to the nature of the business.

Duties include (But not limited to)

- Main point of contact for all email and telephone reservation enquiries.
- Recommending and advising guests on trips, dives, and beach activities.
- Providing support to customers who have already made a booking by confirming, changing, or cancelling reservations.
- Work alongside staff on the ground in our hotel locations, providing support as needed.
- Cross-checking the day-to-day bookings and email confirmations are correct.
- Responsible for updating the SharePoint beach reservation system and monitoring for any errors.
- and assisting with marketing materials for dive shops
- Creating memos for new activities, updating marketing collateral and providing support to the marketing team on an ad hoc basis i.e. posting stories, social media posts etc.
- Responsible for local charters advising on trip planning, and itineraries and working with catering, and transport partners. Manage all invoicing and billing.
- Main contact person for Disney cruise lines which includes planning cruise ship schedules and completing allotments from the ship and preparing end-of-month invoices and dispatching as required.
- Provide ad hoc coverage at Watersports desks, concierge and hospitality desks as required.
- Correspond and build strong relationships with Dive wholesalers, Travel agents and Hotel contacts, while providing up-to-date information and compiling monthly invoices.

Job skills and requirements

- Proven customer service skills/working in the tourism & hospitality industry in a similar role.
- Customer Service background is essential.
- Must be dive certified or have boating experience/qualifications.

- Must have a Driver's license and own vehicle.
- Excellent and professional telephone and communication skills
- A friendly, outgoing, and professional attitude
- Team player – happy to assist other departments as needed.
- Flexible and adaptable – things can change quickly, and you need to be resilient to find solutions quickly and effectively.
- Must be confident in using initiative and making decisions in the absence of managers if required.
- Impressive time management and organizational skills
- Strong writing skills and email etiquette (test will be given)
- Detail and results orientated.
- Extensive knowledge of the Island and hospitality industry