

JOB DESCRIPTION

NOTE: *This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job Holders should be consulted over any proposed changes to this job description before implementation.*

1. JOB TITLE: Senior Reservations Assistant

2. REPORTS TO: Sales Manager – Accommodation

3. PURPOSE: To provide an effective customer experience to all summer accommodation enquiries, handle complaints effectively, process reservations efficiently, and manage online sales to meet occupancy and income targets.

4. PRINCIPAL ACCOUNTABILITIES:

- 1) To assist the Sales Manager in the management of stock for sale with online travel agents (OTAs), in line with the sales strategy for summer accommodation.
- 2) To accept and process reservations for individual and group bookings, demonstrating accurate knowledge of the various stages of the booking process, from the initial enquiry to the issuing of contracts and processing of payments daily.
- 3) To receive, handle and resolve customer complaints from guests providing feedback and/or escalating where necessary on a daily basis.
- 4) To carry out competitor analysis, collecting rate information for other accommodation providers and occupancy statistics within the University halls during the summer, providing this information to the Sales Coordinator for analysis on a monthly basis
- 5) Manage the filing of reservations data both electronic and hardcopy and manage payment reconciliation.
- 6) To process all enquiries via telephone or email in a professional manner and within tight deadlines, demonstrating sound knowledge of the facilities as advertised, matching the needs of the enquirer to a particular residence.
- 7) To assume day to day responsibility for reservations data entry into KX, ensuring that all entries are kept up-to-date, paying particular attention to the accuracy of the guests' dates of stay and payments, rectifying any discrepancies and updating information for all relevant service providers, e.g. Halls of Residence Receptions.

- 8) To liaise with Hall staff regarding clients' specific requests and needs and to ensure that all aspects of the booking have been attended to in advance of their arrival.
- 9) To undertake routine clerical and administrative work.
- 10) To undertake any other duties as appropriate and within the post holder's competence as directed by their line manager.

5. CONTEXT:

The Business Services sales team prime responsibility to generate commercial income from summer accommodation, venue hire and sports facilities within the overall aims and objectives of the University. During the summer vacation, the University Halls of Residence are open to students, tourist groups and individuals, for long or short stays, who have a wide range of different requirements.

It is essential for the business that enquiries are processed accurately and efficiently in a professional manner to ensure that they proceed smoothly for the customer and the Halls staff. The post holder will therefore have a good understanding and be able to demonstrate excellent customer care and administrative skills. After initial training, they will need to be able to work on their own initiative, having acquired good knowledge of the facilities and departmental procedures. They will need to be flexible and work as part of a team. They will initially work with the Summer Reservation team but will be expected to offer assistance to the Halls of Residence when required, supported by appropriate training.

6. DIMENSIONS:

The post holder will be part of a team of seasonal Reservation Assistants, reporting to the Sales Manager. They will be actively involved in the appropriate rotas to provide adequate and continuous cover and share workloads to ensure the most effective and efficient use of available staff.

Effective liaison and teamwork is essential within the section and the wider team of service delivery staff at the Halls in central London and Harrow. The role is office based, but will involve travelling between sites to gain familiarity with the operation and provide general assistance if required.

The post has no line management or budgetary responsibility. This post however is a senior member of the reservation team and will lead by example, assist in training and has more enhanced responsibilities regarding the filing, data handling and allocation of online sales.

7. OTHER:

Hours are normally 35 per week, worked between the hours of 8.00 am and 7.00 pm on a 7-day rota. Therefore, Reservation Assistants will normally work an early or late shift and will routinely work weekends. Reservation Assistants are expected to wear business-like attire whilst at work.

PERSON SPECIFICATION

This describes the knowledge, skills and experience required to perform the role effectively.

	Essential	Desirable
Qualifications	<p>GCSE or equivalent in core subjects, with C grade or above in English and Maths.</p> <p>High standard of spoken and written English</p> <p>Good standard of numeracy</p>	
Training and Experience	<p>Excel, Word and Outlook to a high standard</p> <p>Customer service experience</p> <p>Experience of online travel agent portals</p> <p>Experience of processing payments and other receipts</p> <p>Experience of complaint handling / resolution</p> <p>Experience of working in either student / hostel or budget accommodation</p>	<p>Experience in a commercial and/or educational office environment</p> <p>Sales training or experience</p> <p>Advanced Microsoft Office computer skills</p> <p>Good knowledge of London from tourist perspective</p> <p>Experience of student accommodation</p> <p>Knowledge of KX reservations system</p>
Aptitudes and Abilities	<p>Excellent organisational abilities</p> <p>Ability to work under pressure and to tight deadlines</p> <p>Attention to detail</p> <p>Good interpersonal and communication skills</p> <p>Ability to work in a team</p> <p>Problem solving</p>	<p>Understanding of commercial activities</p> <p>Understanding of sales and negotiation techniques</p>
Personal Attributes	<p>Flexible and positive approach</p> <p>Tact, diplomacy and patience</p> <p>Shows initiative</p>	<p>Desire to succeed in a sales, student housing and/or customer service environment</p>

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