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| **Job Title:** | Flight & Logistics Assistant |
| **Department:** | Penguin Travel |
| **Reports to:** | Flights Administrator & Penguin Travel Manager |
| **Why Does This Job Exist?** | |
| To deal with all bookings and enquiries regarding MOD flights and assisting with Penguin Travel logistics and administration. | |
| **Main Responsibilities:** | |
| **Flight Assistant (mornings)**   * Dealing with all customer bookings both in the office and via email, all amendments, and cancellations * Invoicing, monthly reports, and daily cash reconciliations * Liaising with FIGO and the MOD * Doing on-call duty when required (an allowance is paid for this) * Cover for the Flight Administrator when required.   **Penguin Travel logistics (afternoon)**   * Assist with receiving incoming invoices and ensure that all invoices are encoded in the summary, signed, approved, and forwarded to accounts for payment. * Drivers’ wage preparation for employees from the wage sheet preparation for the manager to approve. * Responsible for office filing and carrying out administrative tasks. * Taking airport and private bookings daily * Logistic, Airport Transfer arrangements, calling and co-ordinating drivers and vehicles, confirming passengers, organising bookings, and improving sales and bookings. * Preparation of outgoing invoices for airport and private transfers, etc. * Other department duties that may be required from time to time. | |
| **Qualifications and Skills:** | |
| **Essential**   * Computer literate with a very good command of MS Outlook and Excel * Highly organised * Ability to work well under pressure. * With very good attention to detail * Ability to deal with all the customers in a polite and friendly manner. * Work well as part of a small team and work alone, unsupervised. * Must have a very good command of English, both spoken and written. * A good standard of education (GCSE in math and English would be advantageous)   **Desirable**   * Previous experience of working within an administration environment and working within the travel industry. * Previous experience of using the Access database would be advantageous. | |

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| **Declaration - Job Holder** |
| I have read this job description (or had it read to me) and I fully understand all my responsibilities. |
| **Name:** |
| **Date:** |
| **Signature:** |

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| **Declaration – Line Manager** |
| I have read this job description and endorse the responsibilities, qualifications and skills listed. |
| **Name:** |
| **Date:** |
| **Signature:** |