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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.
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| **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:** |