

Job Description

Job Title:	Logistic & Tours Assistant
Department:	Penguin Travel
Reports to:	Penguin Travel Manager
Why Does This Job Exist?	
<p>The purpose of the Penguin Travel Logistic & Tour Assistant is to provide support to the Penguin Travel Manager with all aspects of the day to day running of Penguin Travel; cruise season prep and on the day, tour preparation, administration role and projects, tour management, marketing, bookings, as well as general office processes.</p>	
General Roles & Responsibilities:	
<ul style="list-style-type: none"> • Taking airport and private bookings daily • Logistic, airport transfer arrangements, calling and co-ordinating drivers and vehicles, confirming passengers, organizing bookings, improving sales and bookings • Preparation of outgoing invoices for airport and private transfers, etc • Assist with receiving incoming invoices and ensure that all invoices are encoded to the summary, signed, approved and forwarded to accounts for payment • Responsible for money handling and compiling cash to accounts for Penguin Travel • Responsible for overall customer care for Penguin Travel and provide customers with accurate and clear information • Responsible for office filing and carry out administrative tasks • Assist with vehicle movement requirements • Other department duties that may be required from time to time • On call duties on rota basis 	
Main Responsibilities:	
<p>Marketing</p> <ul style="list-style-type: none"> • Ordering of office and cruise ships vessel visits supplies, leaflets, brochures, packed lunches, etc. any other materials that may be needed from time to time • Preparation of tour descriptions and marketing material (including social media) • Assist Penguin Travel's Social Media accounts (schedules all year round posts, plus unscheduled) <p>Services</p> <ul style="list-style-type: none"> • Assisting with driving school bookings, payments and co-ordination • Process FIGAS bookings and payments <p>Tours</p> <ul style="list-style-type: none"> • Co-ordinate the land based and independent cruise tours • Order all catering requirements for all tours and stock control • Respond to all tour queries and bookings • Preparation of tour signs and any other materials needed for every cruise ship visit 	

Job Description

Administration

- Assist with H&S management, fleet record keeping and reporting (MOT, Insurance and Registrations)
- Responsible for office filing and carry out administrative tasks
- Responsible for the Penguin Travel IT; computer filing system, helpdesk issues, booking and invoicing spreadsheets
- Fleet and H&S management, to keep records and documentation (MOT, Insurance and Registrations)
- Assist with department wages

Qualifications and Skills:

Essential

- Manual Driving Licence
- Physically fit
- Organisational skills
- Knowledge of Falkland Islands Flora/ Fauna/ History

Desirable

- Some basic understanding of logistics from prior experience
- MS applications, with demonstrable skills in Office Management, Accountability or Administration
- FITB Tour Guide Accreditation

Additional:

- On-call weekly payment
- Overtime rate of time and a half for peak cruise season only
- Time off in toil and leave outside of the cruise peak period with Penguin Managers approval (accrual & taking)

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:

Declaration - Line Manager

I have read this job description and endorse the responsibilities, qualifications and skills listed.

Name:

Date:

Signature: