



Ski Famille Reservations Assistant

Ski Famille has established a reputation for providing the very best in family ski holidays.

Due to the expansion of our programme we are in a position to recruit a Reservations Assistant who will work as part of a small team, reporting direct to the General Manager. Suitable candidates will have proven organisational, customer service and sales skills.

Main duties and responsibilities

- Provide quotes to both prospective and repeat clients via telephone and email
- Complete the necessary administration to support each booking
- Provide after sales support to booked clients
- Manage phone calls, emails and brochure requests
- Ensure payments are collected accurately and on time
- General office duties
- Provide support at outside events



Abilities and Expectations

- Must have an excellent telephone manner, and be able to communicate confidently in order to provide a clear picture of all aspects of a Ski Famille holiday
- Must be a team player and have a flexible approach to working
- Occasional Saturday work will be necessary during the peak selling season (Sep – Feb)
- A professional, polite, helpful and friendly manner is required at all times.
- Must be I.T literate, and have a high level of literacy and numeracy
- Ability to work without direct supervision

Start date and remuneration

A start date towards the end of April is anticipated. Pay is negotiable dependant on experience, but is likely to be in the region of £13,500 to £16,000. We offer 25 days holiday, plus bank holidays, on the basis of a 37.5 hour week.

To apply

Please send your CV with a covering letter to Sheila Standen, General Manager at the address below. You may email documents to Sheila@skifamille.co.uk.

