

Name:
Date Joined:
Date Appointed to this Position:

Company Vision: To be the benchmark within our industry for ease of access and hassle-free experience, innovation and best practice". Achieving this through a happy team, happy customers, happy suppliers and a happy company.

"People will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Job Title:	Office Manager (Maternity Cover)
Location:	Thornham Marina
Reports to:	Marina Manager
Job Description prepared by:	Ben Boardman
Dated:	25.4.2022
Job Description agreed by:	
Dated:	

JOB PURPOSE:

To manage efficient administration of the office, ensuring reporting, invoicing, deadlines and all marketing tasks are met.

Providing industry leading customer service in respect of all enquiries and bookings – our customers are at the forefront of our business.

To represent the Company's interests and be an ambassador for Thornham Marina and the Trafalgar Group within the marine industry and its suppliers and all other related organizations or bodies.

PRIME TASKS AND RESPONSIBILITIES: Operational:

To be responsible for managing all aspects of accounts and administration, including but not limited to invoicing, supplier payments and monitoring aged receivables.

Working closely with the Marina Manager and Yard Supervisor to ensure that the Marina and Boatyard are planned/run efficiently and issues reported.

To maintain a high level of customer service in respect of all yard activities.

Ensuring the business operates in line with the Industry Code of Practice standard and in accordance with Health & Safety legislation for all staff, tenants, contractors, customers, and general public. Full training provided.

Sales & Customer:

Having a warm & friendly demeanour with our customers on site. Engage in conversation, listen, and take a real interest in their experiences. Offer advice, share your knowledge and act upon feedback.

Pro-actively making calls to customers to drive sales & engaging with potential customer leads. Using a system of classifying leads as Hot, Warm or Cold. Utilisation of CRM to ensure customer data is up to date and all leads are managed in a timely fashion. Meet pre-agreed targets on sales.

Have a welcoming and engaging style when meeting with potential new customers. Explaining the features and benefits of Thornham Marina and our location.

Creating Sales and Marketing initiatives inhouse as well as working with our Head of Sales and Marketing to drive new business.

Responsibilities;

To maintain databases and customer information. Ensure a monthly census is carried out of the Marina/Boatyard in order that accurate records are maintained.

To actively meet and greet new and current customers and provide quality time to listen. Additionally, to carry out inductions where needed.

To co-ordinate the allocation of berths and assist the Yard Supervisor with allocations of space ashore to ensure maximum efficiency.

To ensure phones are always manned and ensure phone messages are responded to in a timely manner.

To order marina/office supplies as needed

To oversee the workload of the weekend Administrator and ensure all forms, reports, enquiries are dealt with in a timely manner and according to the time scales laid down by the sales procedures.

Assist with organising social events and keeping social media streams up to date

To be aware of weather and flood warnings and ensure staff/customers are aware of these.

To advise the management of any areas within your scope of responsibility that are giving you cause for concern.

Financial:

Responsible for raising invoices on Xero in a timely and accurate manner. Recording all customer payments and receiving/banking cash, cheque and credit card payments.

To follow process on payment of invoices in accordance with the company's aged debt procedures.

To maintain petty cash records and reconcile appropriately

Complete month end recurring financial tasks.

Additional:

To be smart and presentable at all times.

To be flexible in terms of the working week. You would be expected to work at least 1 Saturday a month which may increase during the high season and peak times (Our peak times are October when the majority of vessels are lifted & April when they are re-launched)
To attend social events in the evenings.

To respond to customer complaints in an efficient and effective manner, bringing any difficult complaint issues to the attention of the Marina Manager.

To comply with the company's Health and Safety policy and that of the Health and Safety Executive. Promoting safe boating with members and other customers on site.

Carry out any other duties reasonably required by the management team.

To be a key holder if required.

Any other duties required by the Management team.