

## **Administration Assistant - Expeditions & Bookkeeping**

The main emphasis of this position is for the **Administration Assistant** to maintain and nurture existing business so strong customer service skills are essential. In addition, the Administration Assistant will be responsible for the efficient running of the expedition department, ensuring that high standards of customer service are met. Ideally, you will bring experience from a similar role within a travel background. You will also be assisting the Financial Administrator with Accounts bookkeeping data entry. All applicants will need to be extremely self motivated. For this position, it is important that all candidates meet the above criteria.

Tasks could include:

- dealing with customer enquiries and aiming to meet and exceed their expectations
- selling travel products and volunteer packages
- organising logistical support for bespoke volunteer packages
- liaising with travel partners, including hostels/hotels, to manage bookings and schedules often one year in advance
- maintaining statistical/financial records
- data entry of financial information from Microsoft Excel spreadsheets into an accounting software system
- ensuring the smooth, efficient running of the business

We offer a great deal and in return we ask that you have a passion for travel and ideally you'll also have visited Africa. You'll have strong communication skills, the ability to absorb information quickly, live within commuting distance of our office and are comfortable hitting targets and being part of a rewarding charity.

### **Personal Requirements:**

- Excellent communication skills
- Strong customer focus
- Good organisational skills
- Strong computer and written skills
- Able to work in a team
- Able to work to deadlines
- Enjoy working with people

<b>Administration Assistant (Expeditions &amp; Bookkeeping) Skills</b>	Skills:		Key:
Excellent Organisational skills	E		Essential E
Pro-active, Confident, self-starter with initiative	E		Desirable D
Excellent Communication/Interpersonal skills (written & verbal)	E		
Excellent Financial skills (Level 1 Certificate in Book-keeping or equivalent)	E		
Excellent IT skills (MS Excel)	E		
Excellent team work skills	E		
Excellent customer service skills	E		
Commitment to charities vision, mission & objectives	E		
Flexibility	E		
Knowledge & exp. of developing world	D		
Experience of short term mission work	D		
Experience of charity book keeping (double entry)	D		