

Pulham & Sons (Coaches) Ltd

Job Description

JOB TITLE	Operations Assistant – 6 month fixed-term contract
DIRECTLY RESPONSIBLE TO	Private Hire Lead
REGULAR & DIRECT WORKING RELATIONSHIPS WITH	Management Team, Office and Admin Team, Finance Team, Drivers, Engineering colleagues, Clients and the General Public
MAIN DUTIES & RESPONSIBILITIES	<ul style="list-style-type: none"> Respond to general telephone queries from customers and other stakeholders Oversee the company's email mailboxes to address all correspondence promptly Manage quotations and bookings, including entering, following up, confirming and liaising with the Finance Team for invoicing purposes Provide timely quotations and pricing for day hires and tours and update relevant portals Coordinate with drivers, prepare work tickets and ensure all details (hotels, parking, maps etc) are complete Perform driving licence, digital tachograph cards and CPC card checks as required Maintain the tour schedule, arrange bookings (ferries, parking, driver accommodation etc), upload documents and ensure European tours include all legal requirements and necessary paperwork Assist with checking tour itineraries comply with driver's legal working and driving hours, liaising with clients to make necessary amendments Monitor and update school transport and service routes in Coach Manager, keeping timetables and contracts current Log and process lost property Send out driver details for all tours and rail work and any private hires taking place outside of open office hours Log and address complaints, provide feedback to clients or escalate to the Operations Manager Communicate with customers and other departments and provide support to customers in person, via phone and email Preparing reports, spreadsheets, briefing notes, and correspondence materials Post regularly on the company's internal communication platform (Blink) with need-to-know information, recognition posts etc Support project management tasks Attend and contribute to company meetings Identify operational challenges and collaborate with management and other departments to overcome them Other general administrative duties in support of the Operations Team
GENERAL RESPONSIBILITIES	<ul style="list-style-type: none"> Assist with handling any emergency which may arise, including following procedures in the event of fire Carry out duties safely and in accordance with all company policies & procedures and to comply with Company Health & Safety Policy and Risk Assessments To generally promote the company and uphold the company's reputation, enhancing the company's image through appearance and behaviour To perform any other duties as may be required by the Operations Manager or Directors within the context of the post
HEALTH & SAFETY RESPONSIBILITIES	<ul style="list-style-type: none"> Be aware of, and comply with, all Company Health & Safety policies and procedures Set an example by carrying out duties in a safe manner without putting oneself or others at risk

EXPERIENCE KNOWLEDGE & QUALIFICATIONS REQUIRED	<p>Ideally:</p> <ul style="list-style-type: none"> • Certification in office administration <p>Essential requirements:</p> <ul style="list-style-type: none"> • Previous administration experience • Previous customer service experience • Experience with tasks such as data entry • Proficiency in Microsoft Office applications, including Word, Excel and Outlook • Excellent communication skills • GCSE's (or equivalent) in English and Maths
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PERSONAL SKILLS & ATTRIBUTES	<ul style="list-style-type: none"> • A highly organised individual with a proactive and positive attitude to work • Able to prioritise key tasks with excellent time management skills • Ability to work independently and unsupervised at times • A willingness to learn and work flexibly to the needs to the operations environment • An enthusiastic, conscientious and hardworking team player • Excellent verbal and written communication skills • Able to remain calm under pressure
HOURS OF WORK	<ul style="list-style-type: none"> • 40 hours per week, on a Monday to Friday pattern as the norm • The ideal candidate will be flexible to meet the business and industry needs.