



## **JOB DESCRIPTION**

**Job Title: Maritime Administrator**

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**Work base: Mylor Yacht Harbour, Mylor, Falmouth, Cornwall**

**Line Manager: Admin Manager**

**Main Purpose of Job:** To provide efficient and high quality administrative support to the business.

**Environment:** Set on the Cornish coast Mylor Yacht Harbour provides high quality marina and boat related services.

**Functional links with:** Management Team, Colleagues, Customers, Prospective Customers, Suppliers, Regulatory/Inspection Bodies, Regional Organisations.

### **Duties & Responsibilities.**

1. Responsible for general administration tasks such as the typing and preparation of correspondence and reports as required
2. To administrate the booking process for the self-catering holiday arm of the business and welcome guests to the harbour
3. To undertake general financial administration such as invoicing, work in progress, cash collection & banking, data input etc. as required
4. To manage particular administrative support tasks (e.g. preparation of invoices for a business section and bank reconciliation etc.
5. To provide PA support to a nominated manager if required, diary management, correspondence, liaison with customers, prospective customers and suppliers
6. To provide a reception services offering a high standard of customer service to all visitors in person, those over the telephone and email enquiries
7. To liaise with customers in an efficient and courteous manner

8. To handle customer complaints in a calm, non-confrontational and courteous manner. To take responsibility for ensuring follow-up actions are taken and that in the case of a formal complaint a company Director is promptly informed
9. To actively and positively contribute to the appraisal process and to follow up agreed actions
10. To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines which assist this
11. To work at all times in accordance with the company's Dignity & Diversity Policy
12. To undertake such other duties as may be required within the general scope of the job.

**Other**

This job description may be subject to change, in consultation with the post holder, in response to new circumstances.