

Position Title: PA to Director

Location: Ealing, London

Reporting to: Director

Purpose: Ensure all office proceedings smoothly and all admin for the Director is carried out timely and tidy.

Responsible for: To be responsible for overall administrative functions for ASB Travel Solutions Ltd. / Germanic London / ASB Property Solutions LLC.

Ideally, the candidate should:

- Excellent communicator at all levels
- Organised and able to structure work effectively
- Be confident in speaking and writing English
- Be able to work in a team orientated environment
- Highly detailed orientated thorough for all admin work necessary
- Flexibility
- Ability to prioritise work and have a sense of urgency
- PC literate (Microsoft)
- Online marketing knowledge requested

Your responsibilities

- **Main Responsibilities:**

- 1. ASB Travel Solutions Ltd.

ASB Travel Solutions Ltd is a sales representation for incoming services that sells tours to the UK, Ireland, Iceland, Czech Republic, South Africa, Namibia, Uganda, Morocco, Jordan, Dubai / UAE, Oman, Austria, Switzerland and Germany. Our partner agencies in those countries handle the business we sell to our clientele i.e. tour-operators mainly based in Germany, Austria and Switzerland.

- General responsibilities:
- To ensure that you have an in-depth knowledge of key clients and the markets and buying cycles so that in case of complaints, requests, new quotations you know who to contact and how to deal with the clients.
- To continuously update your product knowledge for all products of all agencies.
- To maintain the company's database and regular updates, receive brochures and special offers regularly.
- To update our website regularly – learn Typo3 programme to do so.
- To be always aware of what the partners offer on their websites.
- To be aware of what our competitors are offering and plan and establish an effective system to communicate the knowledge to the respective agencies.
- Internet research on new tours and products for Great Britain.
- To communicate to all relevant agencies and the Sales Managers of ASB Travel Solutions Ltd of factors affecting the markets.

- To undertake research into both existing and new markets and sectors for future potential. This includes identifying new prospects and key contracts as well as building up the database taking responsibility for the conversion of the business.
- To be responsible for the induction of new interns
- To help plan our trade fair attendance, including stand marketing pre and post trade fair, reasonable etc.
- To perform any request from a superior.
- Daily tasks:
- To perform secretarial/administrational tasks like filing, writing letters, making appointments, sending offers, client follow up calls, chasing agencies and clients, update the logbook etc as and when necessary.
- To input all new requests into our system, forward them to the relevant partner agencies – make sure the offers go out in time – chase the agencies if offers are not delivered within the deadline – chase clients for updates once offer has gone out. Keep agency and Director informed about updates on stage of offers.
- Book flights, hotel for the director.
- Weekly/Monthly tasks:
- To make frequent follow up calls to our clients regarding all agency made offers.
- To do call and do new research for the database and decide which clients from all agencies need to be looked after and visited regularly and inform the Director of ASB Travel Solutions Ltd; meeting once a week with the Director of ASB Travel Solutions Ltd to review – meetings once a year with the relevant people in the office of the Incoming Operator in London.
- To pull forecasting figures once a week.
- Monthly tasks
- To do minor accounting tasks and ensure commissions for ASB TravelSolutions have been invoiced
- To regularly update the ASB Travel Solutions Ltd website's news page – with the input of the Sales Manager of ASB Travel Solutions Ltd.
- To prepare sales trips, trade fairs, hotel visits for clients.
- To actively take clients to visit hotels if Director has no time.
- Less frequent tasks
- To be responsible to handle client's famtrips and to update everyone involved with the client.
- To ensure that smaller regular clients are contacted at least twice a year.
- Be prepared to rent a car and accompany our customers to our destinations.
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- **2. Responsibilities regarding Germanic**
- To administrate und update the Germanic website
- To prepare and anticipate participate in all.
- **3. Internal Liaison**
- To meet with the Director once every month, or as and when necessary for an update on issues arising.
- To work with the Director of ASB travel Solutions Ltd and associates of our partner agencies to establish and implement a system of customer care. This is to include building current client knowledge, establishing areas for growth and identifying key areas of customer service that need to be implemented.
- To work closely with the Business Development- and Operations teams of the agencies to provide an overview of business and ensure that leads are followed up

and to influence each agencies member of staff positively through constructive criticism gained from customer feedback.

- **4. ASB Property Solutions LLC / student house share LTD**

- Daily research potential new property
- Make opportunities for London to visit properties for Director to visit.
- Handle all administrative tasks
- Liase with manager in USA.

Systems that will be used

- Microsoft Office (MSWord, MExcel, MSPowerpoint, MSPProject, MSOutlook)
- Internet Explorer
- Itaros
- Typo3

Salary

- GBP 18,000

Please send your application to: Chantal Triechelt at pr@praktikum-in-london.de