



★ R•TUCKER•THOMPSON ★

Position Title	Sales and Administration Support
Date:	October 2024

PURPOSE OF POSITION

This role provides sales and administrative support to ensure the effective delivery of the R. Tucker Thompson Sail Training Trust commercial programmes. The role will support all areas of the organisation in the office and in the delivery of our commercial sailing products to ensure our customers have an excellent experience, through timely and warm communication, effective implementation of sales procedures and first-class customer service.

KEY RESULTS

- Operational excellence: as measured by effective and efficient delivery of tasks
- Effective administration: as measured by professional delivery of administration tasks
- Customer management: as measured by well-organised and professional delivery of tasks

KEY ACCOUNTABILITIES

Sales Management

Customer communication and administration tasks to ensure an excellent experience for our guests, including:

- Managing customer communications: phone, email and face-to-face
- Managing charter and school bookings and communications
- Supporting staff with administration tasks
- Managing provisions, stock management and ordering
- Managing souvenir and uniform inventory
- Ensuring effective interaction and communication with all suppliers
- Troubleshooting systems, seeking efficiency and improving processes

Administration

Administrative tasks to support the effective management of operations including:

- Assist with all sales and customer bookings
- Produce invoices for our agents and private bookings
- Coordinate with the ship and ensure accurate manifests for day sails and sundowners

- General administration duties in support of the effective operation of the organisation
- Any other tasks that require attention from time to time, which add value to the organisation

SCHEDULE

Hours: Job share (two people) based on a 56-hour week

Roster: Friday to Sunday business hours

Fixed Term: December to April

KNOWLEDGE, EXPERIENCE & SKILL REQUIRED

Essential	Desirable
Administrative skills, computer literate in Microsoft office	Fluid in use of social media to optimise sales
Basic accounting ability and experience using Xero	Photography and graphic skills
Professional and timely email and phone communications, strong communication	Full Drivers licence
Organised, efficient and effective	An interest in the R. Tucker Thompson mission: Learning for Life Through the Sea.

AUTHORITY LEVELS

Budget:

Size (excluding capital expenditure)

\$0

EQUIPMENT

A computer, uniform (branded T-shirt), and a workspace will be provided, and a car is available when required for work duties.

RELATIONSHIPS

Reports to	CEO
Internal relationships	Business and Grants Manager
	Youth Manager
	Skippers + Crew
External relationships	All suppliers
	All stakeholders