

JOB DESCRIPTION

Name of the position/work place: Junior guest relations agent

Reports to: Marina office manager

Job Description:

- To represent the marina, conduct reception duties according to the instructions of Marina office manager and established written procedures;
- To greet and take care of marina guests and handle all inquiries;
- To accomplish general office procedures such as customer e-mailing responses, necessary documents' preparation for signing the contracts, updating customer data base, regular reports etc.;
- To deal with all berth related contracts: storage usage etc., make offers, issue invoices, conclude berthing contracts;
- To carry out any other duties that may be required to operate the facilities at Portonovi as requested by the Executive Director occasionally;
- To insert all necessary data and keep records up to date to operate the marina management software properly;
- To collect payments and hand over to the accounting department along with related reports;
- To participate in boat shows and other marketing events on behalf of the company;
- Perform related duties as assigned by the supervisor.

Education: IV level of education/qualification or higher (Preferably from a Maritime School or a School of Tourism).

Work experience:

- Front desk office experience (Marina, Hotel or Camp) for minimum 2 years.

Preferred competencies:

- Excellent verbal communication skills;
- Strongly customer service oriented;
- Fluent in English language (spoken and written); 2 or more foreign languages preferable;
- Advanced computer skills (MS Office package).