

## Taleo Role Profile & Person Specification

### Description:

**Job Title:** Overseas Administrator

**Department / Business Area:** Overseas

**Location:** Overseas

#### **Overview of Main Responsibilities and Duties:**

- Provide support to the Admin Supervisor / Senior Administrator.
- Provide administration support to resort staff as required.
- Co-ordinate overseas operational tasks according to the need of the gateway.
- Check and distribute reservations/transfer sheets to hoteliers and staff where applicable.
- Co-ordinate transfers in the absence of an Airport Representative/Supervisor.
- Maintain and update all resort computer systems.
- Collate and record all in resort statistics.
- Professionally address all telephone queries from both internal and external customers.
- Update and communicate effectively with all UK departments.
- Continually liaise between local agents and resort staff regarding excursion reservations and information.
- Continually deliver a high level of care to both external and internal customers.
- Take responsibility for filing and photocopying procedures within the resort office.
- Provide operational support to the airport operation when required.
- Guide Thomas Cook events when required.
- Providing reports in response to customer feedback as and when required.

#### **People Skills**

- To be confident in communicating in foreign surroundings and situations.
- The ability to communicate with internal and external colleagues.
- To be an effective team player
- A willing and helpful nature offering support when required.

#### **Decision Making Skills**

- Application and knowledge expertise and experience on the Thomas Cook overseas systems and procedures.
- To escalate any issues to resort management.
- The ability to use own initiative to help resolve problems.
- Take ownership of any given task ensuring that the outcome is consistent with Thomas Cook policies.
- The ability to be vigilant and able to use initiative in every instance.

#### **Development Skills**

- To identify areas of improvement within the processes and procedures to improve or enhance the Thomas Cook overseas operation.
- To ensure that risk assessment practices are escalated accordingly.

#### **Person Specification ;**

**Presentation:**

**Essential:**

- Smart appearance.
- Good communication skills.
- Courteous telephone manner.

**Education and Qualifications:**

**Essential:**

Educated to GCSE Level (or equivalent).

**Desirable:**

- A basic knowledge of a foreign language.
- Training on Microsoft Packages.

**IT Skills:**

**Essential:**

- A good level knowledge regarding Microsoft Office, Word and Excel applications.
- A willingness to learn Thomas Cook in-house systems (Oscar and LTS)

**Desirable:**

Knowledge of Thomas Cook in-house systems (Oscar and LTS)

**Experience and Track Records:**

**Essential:**

A good understanding of the travel industry and/or office operations.

**Desirable:**

Previous office experience preferred.

**Personal Qualities:**

**Essential:**

- The ability to apply great attention to detail.
- Analytical and Methodical approach to tasks.
- A helpful nature with a willingness to take on any task.

**A key requirement of all Overseas staff is to be 100% flexible. We operate to over 70 Destinations around the world and new staff will be placed once recruited.**