

## JOB DESCRIPTION

### **BUSINESS ADMINISTRATOR APPRENTICE**

13th August 2018

#### **About the role**

Ticket to Ride offer instructor courses, adventures, tours and camps designed and operated specifically for surfers, snowboarders, skiers and cyclists throughout the world.

Whether on the beach, or up a mountain, it all starts in the Head Office and our key team members need supporting to ensure that we can create the best and most efficient customer experience possible.

We are looking for a business administrator apprentice to support the company in a range of different areas. As part of working in a small team the successful candidate will receive a broad overview and insight into the key fundamentals of a working business.

#### **Duties and responsibilities**

A broad role, assisting in a number of areas, including but not limited to:

##### Sales

- Respond to initial enquiries
- Answering telephone calls, filtering calls and handling general enquiries
- Responding to email enquiries or passing them on to the relevant team member to handle
- Prepare Welcome Packs (invoice, letter, booklet etc)
- Take Payments

##### Marketing

- Manage Listings on marketing websites
- Prepare Brochure Packs, and Mail Out
- Website Updates - Trips listed and Availability up to date
- Database Management
- Attending marketing events (where necessary)

##### General

- Office Supplies up to date
- Filing of and handling of mail
- General Office Administration where necessary
- Handle Phone Systems
- First Point of Call to non-sales related Requests
- Support the Company Directors wherever Possible

### **PRE-REQUISITES AND EXPECTATIONS**

There are no formal qualifications required for the role, but the following would make for an ideal candidate

- Cheerful and courteous
- Knowledge of surfing, and/or winter sports
- Confident on the phone



- GCSE in Maths and English
- A minimum of 1 A-Level

## Package

### Hours

40 hours per week. Monday to Friday between 9.00am and 6.00pm, with an hours lunch break.

### Salary

National minimum apprentice wage, of £3,70 per hour.

### Placement

Working for Ticket to Ride Limited (company no: 05670921) at The Generator, Kings Wharf, Quayhouse, Exeter, EX2 4AN.

### Start and Duration

This is a 1 year placement position, starting early September. With a one month probation.

### Interview and Process

All candidates should send in their CV and covering letter to [jobs@tickettoridegroup.com](mailto:jobs@tickettoridegroup.com).

Successful candidates will be invited for an interview between 22nd August - 7th September, at the companies head office.

If you have any questions on the role please contact [jobs@tickettoridegroup.com](mailto:jobs@tickettoridegroup.com), or company details below.