

## CLIENT AND OPERATIONS ADMINISTRATOR

### About the role

Broome Aviation are seeking a Client and Operations Administrator. This dynamic, full-time role centres around providing exceptional customer service and experiences. The ideal candidate will thrive in a fast-paced environment, think on their feet and multi-task with ease and accuracy. Will be able to work both autonomously and in a team environment. This is a front line position requiring a genuine desire to go Above and Beyond as you respond to customer needs.

Charter quotes, tour bookings including ground content organisation together with general office duties pertaining to the role.

Client transfers to and from airport and hotel.

### Responsibilities

- Provide upscale customer experiences for clients from answering phones and emails promptly while acting as the first point of contact for front office enquiries, booking and boarding
- Provide all charter quotes, manage tour bookings including ground content organisation together with general office duties pertaining to the role
- Collect and collate documentation and client information, such as recording passenger weights, dietary requirements
- Pre-plan and co-ordinate all flight operations including scheduling of aircraft parking bays and provisions
- Provide logistical support and support with client transfers to and from airport and hotel
- Pre and post flight meet and greet with clients
- Manage flight invoicing and client payments
- Provide local knowledge of the region to travelling guests
- Follow up leads and referrals generated by staff, or social media platforms
- Seek and analyse customer feedback and provide strategic direction to continuously improve our service and experience.
- Update social media platforms
- Ad-hoc projects and tasks as directed by the Financial Controller & Managing Director

### Skills and experience

- Minimum 1 year customer relations / sales / ops experience, preferably within the tourism industry an advantage
- Exceptional telephone manner
- Well-developed sales skills with a proven ability to turn enquiry to booking
- Strong sense of responsibility and professional presentation
- Exceptional organisational and time-management skills
- Ability to resolve issues independently and in a timely and accurate manner
- Solid knowledge and experience using Microsoft Outlook, Excel, Word
- Valid driver's license
- Experience with Air Maestro and a background in aviation a strong advantage, however full training will be provided

If you think this sounds like you, please apply with a cover letter outlining why you are suitable for this position along with your updated resume to this email below.

We cannot wait to hear from you!

[bmeavaccounts@westnet.com.au](mailto:bmeavaccounts@westnet.com.au)