

**Job Title**

Customer Service Administrator

**Company**

Vintage Trains

**Reporting to**

Sales & Marketing Manager and Head of Finance

**Role Summary**

This role will see the successful candidate being the first point of contact for anyone contacting Vintage Trains by phone or email, whether that is an enquiry, support with or making a booking.

You will be involved in preparing the necessary paperwork for each of our trains that we run throughout the year including seating plans, dietary information for passengers and itineraries for the catering staff onboard.

Additionally, you will at times be required to support the Head of Finance with the processing of invoices

**Key Duties & Responsibilities**

- Being the first point of contact for customers, whether by phone or email
- Provide accurate information on our trains whether Shakespeare Express, Express Steam, Diesel Explorer or POLAR EXPRESS™
- Processing customer orders on our booking system
- Maintain accurate notes on customer bookings where required
- Creating seating plans and assigning seats for passengers on each of our trains, as well as other paperwork required
- Processing the incoming and outgoing post each day
- Assisting the Head of Finance with the processing of invoices onto the system, along with any other duties required
- Logging complaints as and when they are received on the system
- Supporting the Sales & Marketing Manager and MD, as and when required

**Working Hours**

32.5 hours per week

Monday to Friday, 9:30am – 16:00pm

**Wage**

£13 an hour

**Workplace**

Office based work but there may be instances where you are required to work elsewhere as company needs demand

**Skills & Qualifications**

- Minimum 5 GCSEs including English and Maths
- Previous experience in a customer service role
- Confident verbal and written communication skills
- Proficient IT skills including Microsoft Office programs
- Strong attention to detail and accuracy
- Some experience with accounts would be desirable but not essential
- Ability to remain calm and professional when handling complaints
- Ability to prioritise tasks, manage workload, and meet deadlines
- Able to work individually or as part of a team, with both paid staff and volunteers