



Job title: Booking assistant

Location: Sagres, Algarve, Portugal

Company: Sagres Sun Stay - Surf Camp & Hostel

ABOUT US

We are a surf camp and hostel located in the paradise area of Sagres with a mission to provide fun and unforgettable surf experiences. We are looking for a pro-active booking assistant to join our team to improve our business sales while ensuring maximum customer satisfaction in the reservation processes. Against the sunny background of the beautiful waves and seaside, we work hard and have fun accordingly. Position to start as soon as possible.

CORE WORK ACTIVITIES

- Management of client reservations including through email, WhatsApp and phone
- Respond to solicitations on online booking platforms (Booking, Airbnb, Expedia, etc)
- Liaise with front-desk team, to ensure incoming reservations (email, telephone) are replied or acknowledged in a timely and professional manner
- Manage channel manager platforms and relations with clients
- Monitor and assist social media marketing through platforms like google, facebook, Instagram.
- Ability to analyse and summarise clients' data reports
- Autonomy to co-create and lead on pilot projects

CANDIDATE PROFILE

- Desired degree in business administration, marketing, hospitality or related course. Possibility of internship.
- Excellent communication skills and a strong ability to manage client relations
- Ability to multi-task and prioritise workload
- Great attention to detail and ability to work as part of team
- High level of skills in Microsoft Office, especially with Excel
- Mandatory written and spoken fluency in English and preferably other language like Portuguese, German or Spanish
- Previous knowledge of Canva and/or WordPress is a bonus

WE OFFER

- Good remuneration
- Accommodation could be arranged
- Adequate training and onboarding
- Joining a dynamic and motivated team

TO APPLY

If you are interested in applying for this position, please send your CV, cover letter and salary expectations to jobsagressunstay@gmail.com

