

Job Description



OPERATIONS MANAGER

He/She is responsible to the company Director's for :-

- Managerial role over Customer Services in St. Margaret's Hope and Gills Bay.
- Maintain records for company vehicle insurance policies and utilities.
- Dealing with account customers, and negotiating prices for travel with Director's authorisation.
- Oversee group and block bookings.
- Customer relations for customers and media.
- Dealing with customer complaints and comments.
- Management of the Computerised Booking System.
- Monitoring sailing availability.
- Effective monitoring of Call Management System.
- Rotas and holiday requests for Customer Services Staff.
- Liaising with HR Department on any disciplinary, grievance or staff issues relating to Customer Services.
- Production of Manifests for Dangerous Goods.
- Investigating accident/incidents regarding insurance and passenger claims.
- Dealing with and keeping records of damage reports.
- Running the Staff Discount scheme.
- Attending Company Review Meetings.
- Ensuring that the SMS manuals are read and understood by office staff.
- Complying with the requirements of the Company Safety Management System.
- Member of the Shore Based Emergency Response Team.
- Maintain security awareness in accordance with the Company's policies and procedures.
- Any other reasonable request by the Company Directors.