

Office Administration Assistant

Branch:	Australia (Brisbane)
Work location:	Office
Reports to:	Australia Branch Director

Our Values

In everything we do at InsideAsia Tours, we strive to be trustworthy, knowledgeable, ethical, high-quality and friendly. This is at the heart of the organisation, and the company looks for every individual to demonstrate this daily.

Job Purpose

General Office Administration, Accounts and Sales Support assistance to the Branch Director and Sales Departments.

The Role

To provide all staff, visitors and suppliers with efficient office administration, allowing each department to focus more on their respective core function. This position is Office Administration with some Accounts and Sales Support duties. See the Main Tasks and Responsibilities section for a full list of duties

Who will you be working with

Reporting to the Branch Manager and working closely with the Finance Department (UK), Marketing and Agents Teams, Sales Teams and Sales Support. Liaising with various suppliers and service providers.

What are we looking for from you

A 'can-do' attitude to performing the core duties of the role but willingness to be flexible and adapt to the business needs of a fast-growing medium size travel business. This candidate will need to make themselves available for meetings on the internet with our parent company in the UK after 5pm on occasion.

Outputs

- Accurate and timely receipting and invoicing of payments daily received
- Stock ordering, voucher generation and administration of client documents
- Competent coordination of our office suppliers and contracts



Main tasks and responsibilities

Office Administration duties

- Greeting guests / Meeting Room schedule updating
- Assistance with the preparation and postal packaging of client documents, brochures and Information Packs
- Preparing weekly list of departures per Travel Consultant for management
- Office stationery ordering and stocktakes (printer toner, paper, etc),
- Post Office Account administration and ordering
- Printer Account administration and ordering / troubleshooting / maintenance
- Coordination of Travel Brochures enquiries, physical brochure stock take and ordering
- Filing of bookings for Travel Consultants
- Branch meeting minutes (Mondays)
- PC ordering and setup for new starters, liaison with IT for passwords and access, day 1 systems training
- Adding clients to Axum / data input into CRM
- Co-ordinating occasional large scale mailouts – printed marketing to clients/agents.
- Research and assistance with updating localising the Staff Handbook
- Post office box mail collection, arrange couriers
- Office cleanliness; paper shredding and recycling, create kitchen rotas
- Purchase of office food and drink
- Branch/Team event planning, logistics and booking
- Other reasonable tasks as requested by Branch Manager or Marketing Manager

Accounts duties

- Daily receipt and invoicing of all customer payments (bank, ENETT, PaymentGate)
- Petty cash administration
- Expense and subsistence claim administration
- Invoice collection, SAGE coding and scanning to Finance
- Balance payments due, confirmation due, T&Cs due reporting to Sales Team Leaders / Management

Sales Support duties

- Japan Rail Pass
- Hotel bookings
- Writing and preparation of client documents (including Info-Packs)
- Confirming ground arrangements for our clients by phone call, sending e-mails or online
- Creating new client resources and database update
- Online chat administration
- Checking availability with suppliers
- IC Card stocktake
- Creating new client resources and updating the database

Experience and key skills required

- Strong attention to detail and ability to produce accurate client facing documentation with minimal errors
- Experience in receipting payments and producing invoices with a high-transaction volume organisation (up to 30 per day)
- Strong Microsoft word skills with the ability to navigate documents quickly and edit efficiently
- An understanding of office supplier contracts and payment schedules
- The ability to spot small errors in large volumes of written data
- Excellent communication skills to ensure harmonious work relationships with other staff
- Well organised to work unsupervised at times

Desirable attributes

- Some experience with receipting payments and invoicing is preferred
- An interest in, or life experience in Japan and planning holidays would be an advantage

Pay and conditions

Salary	\$39,700 per annum
Hours	38 hours per week (Monday 8:00 – 17:00, Tues-Fri 8:30 – 17:00)
Holiday	20 days annual leave
Superannuation	9.5%
Bonus	OTE \$3504 per annum

About InsideAsia Tours

InsideAsia Tours Ltd, is a growing travel company whose head office is in Bristol, with other sales branches located in Boulder, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan with a satellite office in Tokyo. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000 and InsideAsia Tours established in 2013 and specialising in travel to South-East Asia. The multi-award-winning company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover.

Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer budget or personal interests. Our holidays grant people the chance to experience both the popular and little-known aspects of local culture, giving customers an insight into the diverse character of the country they are visiting.

Work Culture

You will be working in a vibrant office with a great team of employees all with a passion for the destinations, a belief in the brands and a strong sense of collective values and purpose. Our work culture is supportive, creative and dedicated and is at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it will be important that you play your part.