



Bridge House Marina & Caravan Park

Job description: Receptionist

Number of openings: 1

About us:

Bridge House Marina & Caravan Park is a small Family-owned business in the beautiful Lancashire countryside near Garstang. We are professional and customer-centric, and Pride ourselves on the quality of service we offer our customers.

Our work environment includes:

- Modern office setting
- Relaxed atmosphere
- On-the-job training

Responsibilities:

- Greet and welcome Guests and visitors in a friendly and professional manner.
- Answer phone calls, schedule appointments, and assist with Guest inquiries.
- Maintain Guest records and update information as necessary.
- File and organize documents, including Job Cards and Booking forms.
- Provide administrative support to the Shop/office/Cleaners, such as managing inventory and ordering supplies.
- Assist with project coordination and perform clerical tasks as assigned.
- Provide customer support and address any concerns or issues raised by Guests.

Requirements:

- Previous experience working in a Customer Facing setting is preferred.
- Strong organizational skills with the ability to multitask and prioritize tasks effectively.
- Proficiency in using office software, such as Microsoft Office Suite (Word, Excel, Outlook)
- Knowledge of Sage accounting software is a plus.
- Excellent communication skills, both verbal and written.
- Ability to maintain confidentiality of Guests information.
- Attention to detail and accuracy in performing administrative tasks.
- Lower hours during Winter months.
- Rota Provided.

Please note that this job description is not exhaustive and additional duties may be assigned as needed.

Job Type: Part-time



Bridge House Marina & Caravan Park

Salary:

- £12.50 per hour

Benefits:

- Free parking
- On-site parking

Schedule:

- Day shift
- Sunday to Tuesday
- Weekend availability – Saturday or Sunday.

Ability to commute/relocate:

- PR3: reliably commute or plan to relocate before starting work (required)

Education:

- GCSE or equivalent (required)

Experience:

- Customer service: 2 years (required)
- Administrative experience: 2 years (required)
- Receptionist: 2 years (required)

Language:

- English (required)

Licence/Certification:

- Driving Licence (required)

Work authorisation:

- United Kingdom (required)

Work Location:

- In person



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Employment Schedule/Hours:

- Summer Hours: from 1st April to 31st October 3 Days a week
 - Days of the week: Sunday, Monday, Tuesday.
 - Weekday: 8:30am to 5:30pm (9Hrs/Day – ½ Hr Unpaid break = 8.5 Hrs/Day).
 - Weekend: 8:30am to 5:00pm (8.5 Hrs/Day – ½ Hr Unpaid break = 8 Hrs/Day).
- Winter Hours: Start from 1st November to 31st March, 3 Days a week.
 - Days of the week: Sunday, Monday, Tuesday.
 - Weekday: Hours: 9:00am to 4:30pm (7.5 Hrs/Day – 1/2 hr unpaid break = 7 Hrs).
 - Weekend: Hours: November to February 9:30am to 3:30pm 6 Hours/Day – 1/2 Hour unpaid break = 5.5 Hours
 - Weekend: Hours: March 9:00am to 4:30pm 7.5 Hours/Day – 1/2 Hour unpaid break = 7 Hours
- Breaks 1/2 Hour unpaid break per day.
- Not to cash up until after closing time.
- You should be available to cover holidays/sick at short notice.
- Holiday entitlement 17 Days including Bank Holidays.

If you wish to apply for the position, please send your CV and your answers to the following questions via email to; jobs@bridgehousemarina.com

1. Have you had any experience in the holiday industry?
2. Can you tell us about any skills or experience you have that might be helpful in this job?
3. How would you deal with a difficult customer?