



## **JOB DESCRIPTION**

### **POSITION : HEAD REPRESENTATIVE**

#### **Primary Responsibilities**

Organisation of airport operations ensuring all staff have necessary documentation and have been advised of their role, including the allocation of duties.

Ensure the smooth operation of airport.

Assessing, Monitoring, Coaching and training team members to achieve maximum results in CSQ's, excursion sales, customer satisfaction and company image. To the set company targets and standards.

Problem solving, offering advice, assistance and support to the team when dealing with difficult situations.

Dealing with problematic or difficult clientele on a personal level.

Ensuring company image is kept to the highest standard by monitoring and checking of all company branding – Noticeboards, information books / Staff appearance and uniform / Accommodation signs and other branding tools.

The reconciliation of Representatives Excursion sales, with tickets sold and the payment of commissions for excursions and car hire and other company authorised item sales.

To communicate effectively with the team by means of written / verbal methods. To include team meetings and distribution of administration.

The communication of any incidents by word to necessary departments in UK. The investigation of guest complaints and written reply to CSD.

To conduct a minor disciplinary action procedure when a member of the team has committed an act of misconduct.

To arrange for 'cover' if a member of the team is missing or sick

The monitoring of health and safety issues within resort. The reporting of any issues to your Resort Managers.

The monitoring of excursion guiding duties in accordance with company policy.



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#### **Secondary Responsibilities**

Assisting with administrative duties when necessary.

Holding welcome meetings and covering duties / visits when there is absenteeism of resort staff.

Hospital visits when guests are admitted for medical reasons.

Accompanying visiting company personnel and giving resort / island educationals.

The completion of brochure descriptions ( when and if necessary )

To accompany guests on court / official requested appearances.

#### **Reporting**

Direct to Resort Manager

#### **Package**

Salary & commission override

Accommodation

Car

Mobile Phone

Expenses

Flights to / from resort

Insurance