



<b>Job Title</b>	Passenger Services Assistant (Full-time)
<b>Department</b>	Steam Packet Holidays, Douglas, Isle of Man
<b>Reports to</b>	SPH Passenger Services Supervisor, Business Development Manager

### Overview:

**Steam Packet Holidays** is seeking a dynamic, enthusiastic, and customer-focused Passenger Services Assistant to join our friendly team. In this role, you will be at the forefront of providing excellent customer service, assisting with a wide variety of booking enquiries, and ensuring smooth, efficient operations for our passengers. If you are passionate about sales, enjoy interacting with customers, and have a keen eye for detail, this could be the perfect opportunity for you!

### Role Responsibilities:

As a Passenger Services Assistant, your primary duties will include:

- **Handling Booking Enquiries:** Responding to general booking enquiries via email, telephone, and face-to-face interactions for a wide range of services, including Holidays to the Isle of Man, Off-Island Holidays, Landbridge bookings, and Special Events.
- **Accommodation & Ferry Availability:** Checking availability for accommodation and ferry services, ensuring accurate and timely bookings for customers.
- **Payment Follow-ups:** Reviewing the debtors list, following up on outstanding payments for bookings with due balances, and ensuring all financial aspects are handled professionally and promptly.
- **Hotel Confirmations:** Verifying hotel bookings and confirmation details from accommodation providers to ensure smooth transitions for customers.
- **Communications Management:** Checking and responding to answerphone messages and social media enquiries, delivering excellent service across multiple platforms.
- **Web Content Review:** Reviewing and updating Steam Packet Holidays' website content, ensuring all information is current and accurate for customers.
- **Relationship Management:** Building and maintaining professional relationships with accommodation providers and other Travel Trade partners to ensure a seamless service for our customers.

- **Attending Events:** Whilst supporting the Business Development & Marketing teams, you may occasionally be required to attend industry shows, exhibitions, and events to represent Steam Packet Holidays. You will engage with customers, provide information about our products and services, and promote the brand to a wider audience, helping to increase visibility and build relationships.

## Key Skills & Requirements:

To succeed in this role, you will need:

- **Customer Service Expertise:** A passion for delivering outstanding customer service, with the ability to handle enquiries, resolve issues, and maintain positive customer relations at all times.
- **Strong Communication Skills:** Excellent verbal and written communication, with the ability to interact confidently with customers, partners, and colleagues.
- **Attention to Detail:** Strong organisational skills and attention to detail, ensuring that bookings, payments, and other tasks are completed accurately and efficiently.
- **Numeracy Skills:** Strong numeracy skills are essential for accurately checking and confirming pricing of packages and services for customers. This includes the ability to handle calculate final prices, and ensure correct invoicing.
- **Exceptional Sales Skills:** The ability to upsell and recommend additional services to customers in a professional and persuasive manner, maintaining a strong focus on customer needs whilst increasing sales.
- **Problem-Solving Ability:** Proactive in resolving customer issues and finding solutions, particularly when dealing with booking enquiries, payments, and customer requests.
- **Team Player:** A collaborative approach, willing to work closely with other team members and departments to ensure the highest standards of service.
- **Tech Savvy:** Comfort with learning to use new booking systems, social media platforms, and web content management tools.
- **Experience:** Previous experience in customer service or sales is highly desirable, particularly within the travel or hospitality industry, though not essential.

## Why Join Steam Packet Holidays team?

At Steam Packet Holidays, we offer a vibrant and dynamic work environment. As part of our team, you will play a key role in providing exceptional service to our customers, helping them enjoy memorable holiday experiences. If you're looking for a challenging and rewarding role in a friendly and fast-paced environment, we'd love to hear from you!

## Applying for this role

If you'd like to know anything more about the role before applying, please email Richard Hird, Business Development Manager: [Richard.Hird@steam-packet.com](mailto:Richard.Hird@steam-packet.com)

CV & Cover Letter to Ethel Docherty, Head of Human Resources: [Ethel.Docherty@steam-packet.com](mailto:Ethel.Docherty@steam-packet.com) Closing Date: 12 May 2025