JOB DESCRIPTION
Reservations Agent

Reports to: Reservations Manager

Appointment details: Full Time (42.5 hours per week) from 9am-5.30pm daily, including some weekend /bank holiday work and additional hours if required.

Holidays: In addition to all bank holidays, this position offers 20 days annual leave. Holidays may not always be approved during peak reservation periods (July-September). Leave during this period will be by prior agreement and upon giving adequate notice.

Salary: Competitive

THE COMPANY
Pure Student Living is a young and vibrant company that prides itself in simplicity, making students' lives easier, offering exceptional customer service and a quality student housing product. Our brand has grown rapidly over the past 2 years, with 3 operational buildings in Highbury, Hammersmith and Bankside. We have 2 further residences opening, 1 in 2014 and 1 in 2015 amounting to approx. 1800-beds, offering opportunity for growth within a dynamic business.

The Reservations Agent will work closely with, and support the Reservations Manager to achieve the outlined letting assumptions for Pure Student Living whilst ensuring students receive an exceptional service throughout the reservation process from the first point of contact to check in.

KEY RESPONSIBILITIES

Reservations and applications:

- To assist in responding to all reservations enquiries through all mediums including emails, online chat and phone calls within a timely and professional manner.
- Processing new applications for all residences within 24 hours of receipt.
- Strategically placing students in rooms to ensure maximisation of occupancy.
- Assisting front of house at all residences with in-house enquiries where necessary.
- Dealing with complaints and problems telephonically or in person.

Marketing

- Taking tours of and promoting all residences.
- Attending student fairs where necessary.
- Assist in promoting booking specials in-house.

General Administration:

- Manage all databases ensuring information is kept up to date at all times.
- Any filing, printing or errands required.
- Any other duties deemed appropriate via discussion with the Reservations Manager.
PERSON SPECIFICATION

The Reservations Agent will demonstrate the ability to interact and cooperate well with all students and staff in a professional, respectful and friendly manner. The ideal candidate should show good organisational skills and the ability to work as a team and on their own initiative. Attention to detail, a positive and enthusiastic attitude and a strong focus on customer service are essential.

**Essential skills, knowledge & experience**

- A Diploma or a Degree
- Excellent in the English Language both written and verbally
- Outstanding verbal and written communication skills
- Organised and able to work effectively under pressure
- High level of computer literacy including word processing, spread sheets, databases, email and internet
- Experience in a Reservations Systems, or a similar equivalent
- Experience in Customer Service
- Additional Languages are beneficial