

Action Outdoors is the UK partner of UCPA, the largest provider of adventure sport holidays in Europe. We operate under our own brand as well as UCPA. We pride ourselves on providing a fantastic customer experience from initial contact through to the completion of travel. Our style is friendly, personable but still professional.

We are a small very closely knit team with an exceptionally flat structure, so you will be contributing to all aspects of the business.

All the team are passionate about sport and the mountains, and many opportunities are made to develop skills, undertake training and just have some fun together.

Whenever possible we maximise the use of technology to provide the best service whilst remaining a lean organisation.

Action Outdoors tries to be a flexible employer, with most of the team working 4 days per week, to allow plenty of time to practise sport in the amazing place we call home. Of course, at times, we may all need to work a bit extra if the business needs some extra support.

## **Operations Administrator**

### **Job Description**

- Answer booking queries by email, phone and online chat and amend bookings accordingly for individuals and for large groups
- Process group enquiries through to sales
- Support sales and marketing activities
- Liaise with UCPA staff in central offices and liaise with staff in UCPA centres
- Liaise with group leaders to ensure all aspects are ready for their arrival at the centre
- Produce, cross check and reconcile invoices ensuring a high level of accuracy
- Track, receipt and chase payments for group and individual bookings
- Process payments and refunds

### **Skills**

- Excellent written and spoken communication skills (in English)
- Experience in customer services. Friendly and approachable telephone manner and confident in speaking with current customers and selling our product to future customers
- A very good understanding of Excel and/or Google Sheets
- Excellent attention to detail and accuracy when completing written and number-based tasks
- Confident in using Microsoft office and Outlook and be able to pick up new programmes quickly
- Excellent organisational skills with the ability to prioritise tasks effectively
- Enthusiastic

- Flexible attitude to working in an ever-changing environment
- Work well under pressure
- Have a strong team ethos but also be able to work independently, manage own time and make decisions
- Passionate about the mountains and outdoor sports

**Other useful skills**

- French language skills
- Driving

This position could be part time or full time and will be based in Chamonix, France. Ideally, you will have the right to work in France via an EU passport or carte de sejour.

We are looking for a permanent member of staff to start as soon as possible and also staff for seasonal positions with an ideal start date of September 2025.

Please send your CV and covering letter to us at **[info@action-outdoors.co.uk](mailto:info@action-outdoors.co.uk)**

There is no closing date on applications and appointments will therefore be made as soon as suitable candidates are found.