



Dedicated	To make sustainable choices & continuous improvement
Enthusiastic	Have willingness & passion for everything that we do
Likeable	Be approachable, delightful, friendly and fun
Inclusive	Show compassion, fairness and respect to all
Generous	Giving back and going the extra mile
Honourable	Work with integrity, honesty & accountability
Teamwork	Collaborate & communicate with others considerably

Job Description

Job Title: Customer Service Assistant

Department: CustomerhubUK

Reporting to: Customer Service Team Leader

Summary of Role:

Offering a UK support contact centre to our client and their customers. The role will be focused on offering a central point of contact for our client's agents to assist them with back office questions and queries, existing reservations/amendments, extranet queries, PTR / ATOL queries and travel restrictions. This role is ideal for those with a passion for travel, have travel agency experience and have an understanding of basic travel regulations.

Training/Guidance also plays an important role within this team and the types of calls that will be handled. A customer focused consultative approach is key with a key objective on customer satisfaction on the handling of the call /enquiry.

Key Accountabilities / Activities:

- Handle inbound and outbound calls with our clients' agents.
- Deal with all enquiries we are presented with in a professional manner and within agreed service level agreements (SLA's), consistently prioritising throughout the day.
- Work with the rest of the customer service team to ensure queries and enquiries are handled efficiently and quickly.
- Support the agents with administrative tasks and any questions around the system they may pose.
- Support agents with system queries and issues aiming for a swift and efficient resolve.
- Ensuring you are up to date with the latest travel restrictions and requirements to support the agents if asked for help
- Ensure you have an up to date basic understanding of Package Travel Regulations to be able to support any agent queries.
- Provide on the call training if required to agents to assist navigation around their systems.
- Follow the customer complaints process, ensuring Team Leaders are advised.
- Ensure that you have your own reviews/appraisals and complete the necessary paperwork
- Attend a minimum of four hotel familiarisation (FAM) trips per annum.

Health & Safety

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974.
- To demonstrate a working knowledge of fire prevention and to follow the hotel evacuation plan on hearing the alarm.
- To be security conscious with respect to /staff/ property/welfare and to report suspicious circumstances to your Manager.

General duties

- To familiarise yourself with your departmental standards of performance and to be able to demonstrate their application.
- To maintain a high standard of personal hygiene and grooming at all times.
- To co-operate and communicate with colleagues and Management to ensure effective department teamwork and high morale.
- To attend any meetings, training sessions or courses that may be beneficial to you and your department.
- To follow any procedures set up for energy conservation.

Hours of work – 40 hours, to cover opening hours from Monday to Sunday

Operating hours - Monday to Friday 08:00 to 19:00, Saturday & Sunday 10:00 to 16:00

Salary-£12.50 per hour/ £26,000 per year.

Flexibility

Due to the nature of the business, a degree of flexibility is required, and the post holder may be required to perform certain tasks not specifically referred to above.

Person specification & skills required:

Criteria	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none">• GCSE English & Maths	<ul style="list-style-type: none">•
Experience	<ul style="list-style-type: none">• At least one years' experience in a similar role	<ul style="list-style-type: none">• Contact Centre Experience• Experience with problem solving & customer complaints
Communication Skills	<ul style="list-style-type: none">• Written & verbal communicator at all levels•	<ul style="list-style-type: none">• Active listening• Empathy• Good relationship builder• Motivational skills

Criteria	Essential	Desirable
Practical & Intellectual Skills	<ul style="list-style-type: none"> • Computer literate • Able to follow and adhere to company policy & practices • Attention to detail • Be flexible in their approach & be able to prioritise work • Proactive with tasks & duties • Have a good commercial awareness • Customer focused 	<ul style="list-style-type: none"> • Knowledge of CRM systems • Presentation skills • Adaptable to changing environment • Motivational skills • Effective time management • Develop & maintain professional & positive working relationships
Disposition	<ul style="list-style-type: none"> • Ability to work independently & on own initiative • Willingness and ability to be flexible • Ability to get on well with a wide variety of people • Willingness to learn • Have a positive attitude 	<ul style="list-style-type: none"> • An interest in the Travel industry