

Job Description



Job Title: Floating Customer Service Agent

Department: Great Little Breaks (GLB) and OnBusiness (OB)

Reporting to: Great Little Breaks Team Manager

Job Purpose:

The prime responsibility of this role is to provide excellent customer service across two of hotelshopUK's customer contact centres – Great Little Breaks and OnBusiness. You will be the first point of contact for our customers – both clients, customers, travel agents and suppliers. You will deal with enquiries quickly and efficiently seeking to maximise conversions and sales across the business units. The role will operate on a hybrid basis – covering the business units as the demand requires, acting as holiday and sickness cover and providing additional support in busy times. Out of hours support will also be required on a rota basis.

Key Accountabilities/Activities:

OnBusiness

- Booking and sourcing accommodation for our major alternative accommodation client
- Utilising your commercial awareness to ensure cost-effective and high-quality bookings
- Working efficiently under pressure to meet tight deadlines and changing priorities
- Providing exceptional customer service to our clients and resolving any issues that may arise
- Ensuring bookings are completed with a high degree of accuracy
- Creating strong relationships with key personnel within all our supply chain
- Assume responsibility for the Out of Hours Phone on a rotational basis. Remuneration will be provided for this duty.

Great Little Breaks

- Handling inbound and outbound calls from customers, travel agents and suppliers.
- Responding to email enquiries professionally and efficiently.
- Assisting customers with booking queries, amendments and special requests.
- Ensuring an exceptional customer experience in line with our DELIGHT principles.
- Developing excellent product knowledge across the Great Little Breaks portfolio.
- Supporting customer feedback resolution and complaint handling where necessary.
- Assisting with administrative tasks and departmental projects.
- Maximising revenue opportunities through effective customer engagement and product knowledge

Last Updated: July 2026

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General duties

- To familiarise yourself with your departmental standards of performance and to be able to demonstrate their application. Work with your line manager (s) to meet required KPIs – including call volume, conversion and compliance.
- Take responsibility for maintaining a clean, professional, and well-presented appearance in line with company standards.
- 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.
- To demonstrate and live by our company values by delighting our customers, partners and colleagues with the highest quality, value & service.
- Follow all relevant company policies, procedures, and quality standard.

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. 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:

This is a full-time position - 40 hours per week over five days during office opening hours on a rota basis, inclusive of a daily paid break

Current office opening hours:

Monday to Friday 08:00 to 19:00 - Saturday & Sunday 10:00 to 16:00 – Bank Holidays as required

Salary: £26,520 per annum, dependent on experience plus commission and Company Profit Share Scheme

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.

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Person specification & skills required:

Criteria	Essential	Desirable
Qualifications	GCSE English & Maths	
Attainments/competencies (list as required)	Proactive planning Commercial Awareness	Computer literate Written & verbal communicator at all levels Customer Focused Attention to detail Motivational skills
Previous experience	Flexible in their approach and be able to prioritise work	Effective time manager Good relationship builder Contact Centre experience
Experience required	At least 1 years' experience in a similar role Ability to work on own initiative and to tight timescales when necessary	Experience with problem solving and customer complaints Knowledge of CRM systems
Special aptitudes (e.g. oral or written skills, manual dexterity, etc.)	Enthusiastic self-starter able to work on own initiative Willingness to learn Well organised Have a positive attitude	