



JOB TITLE	CUSTOMER SERVICE EXECUTIVE
DEPARTMENT	CUSTOMER SUPPORT
REPORTING TO	CUSTOMER SERVICE MANAGER

This role is an exciting and challenging one. Customer Service Executives are the front-line of our business. Having been recognized for offering the very best in customer service, the main purpose of the role is to provide an effective and timely resolution to our customer queries. This involves daily communication with our clients and suppliers over the telephone and via email, to assist them in a variety of ways with the booking and amending process. Agents could be on the telephones for in excess of 7 hours a day so an excellent telephone manner is required with the ability to multi task being essential.

The Key Duties of the role are as follows:

- Ensuring phone calls are answered timely and in a professional manner at all time
- Resolving all customer queries to mutual satisfaction; by clarifying the customer's query, determining the action required by selecting and explaining the best solution to solve the query
- Ensuring cases are created following any phone or email query that requires further action and resolved in line with team objectives
- Being able to follow service level agreements and ensuring queries are escalated timely and / or handover is completed when required
- Knowing when to grasp a sales opportunity and convert into a booking
- Ensuring all of our email inboxes are up-to-date at all times
- Data entry via completion codes and spread sheets to track vital business information
- Recognizing and prioritizing key accounts with complete ownership of the query until satisfactory resolution
- Being able to deal with difficult situations in a professional manner at all times
- Being confident in using different website and systems, often at the same time whilst talking on the phone
- Being comfortable liaising with the correct departments across the business for specific situations and / or queries

- Performing ad-hoc individual projects upon request and according to the brief

#### **REQUIRED EXPERIENCE**

- Minimum of 1-year proven experience in an inbound call center role
- Proven experience in issue resolution and / or complaint handling
- Sound knowledge of web-based applications
- Excellent English verbal and written English skills
- A "can do" attitude and self-motivated individual who is well organised with the ability to follow process whilst adhering to tight deadlines
- Ability to work independently as well as part of a team

#### **DESIRABLE EXPERIENCE**

- Experience in travel industry
- A good understanding of world geography

#### **PLACE OF WORK AND WORKING HOURS**

You will need to complete a 3-month probationary period which will include training and assessments from our UK Office (Delta House, Bridge Road, Haywards Heath, RH16 1UA). Possibility to work from home after successful completion of probation with working in office when required.

Full time role. Shifts:

Monday-Friday

- Shift 1: 09:00 - 17:30
- Shift 2: 10:00 - 18:30

Saturday (currently 2 Saturdays per month - day in lieu during the week)

- Shift 1: 09:00 - 17:30

Job Types: Full-time, Permanent

Salary: £17,000.00-£19,500.00 per year