

Role Title: Customer Care Advisor

Department: Travel Admin

Job Family: Customer Services

Job Level: 3

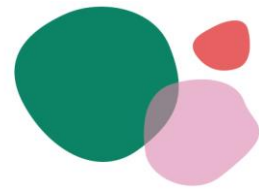
About the role:

Reports to the Customer Care Team Leader, to provide administration support to the direct business. You need to demonstrate your skills and knowledge of retail travel and be able to communicate effectively. You will also be expected to deal with pre departure customer care issues, amendments and in resort queries. A professional level of customer service is to be delivered at all times. Post holders must deal with confidential and sensitive information.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the society.

What you'll be doing:

- Ensure a professional and positive image of the Society is portrayed at all times.
- Adhere to Society security procedures at all times.
- Handle incoming and outgoing telephone calls in a professional and friendly manner.
- Action any flight/accommodation changes and booking notifications received from suppliers liaising with customers & colleagues
- Ensure issues & queries prior to departure are resolved promptly. Escalate to Customer Care Team Leader where necessary
- Action customer cancellations quoting the correct charges in relation to the company/supplier terms and conditions
- Provide support and advice to customers in the absence of their Personal Travel Agent
- Deal with complaints in line with ABTA guidelines and provide advice to agents or customers where required
- Action minor customer requests to bookings amendments with suppliers
- Respond to agent queries in a timely and professional manner using varying channels such as email, live chat and telephone
- Keep up to date with society training and operational processes
- Support to new team members
- Process payments and refunds for customers/agents and reconcile files accordingly.
- Redeem and process membership contributions towards holiday balances



- Provide operational and regulatory advice to the agents.
- Provide emergency assistance to customers whilst overseas in exceptional circumstances.

In addition, all colleagues are expected to work within the terms of their contract of employment and adhere to Society policies and procedures.

About You:

Main Drivers	Requirements
Co-operation	Supporting the local community; Able to work effectively within a team
People	Excellent written and verbal communication skills; Reliable and honest.
Customers	Providing excellent customer service Project a professional attitude
Delivery	Accurate and attention to detail; Able to carry out a variety of duties and multi-task; Able to prioritise and arrange work to meet deadlines Able to work under own initiative Flexibility with regard to working hours and patterns.
Finance	Assisting with the management of costs
Qualifications	English & Maths GCSE grade C or above 2 years previous customer service experience Competent computer skills.

Scope:

- Reports to: Customer Care Leader
- Budgetary Control: N/A.
- Key internal contacts are all internal departments and trading groups.
- Key external contacts are the Society suppliers.