

JOB DESCRIPTION

POSITION: Travel Support Specialist
DEPARTMENT: Sales & Customer Service
REPORTING TO: Travel Support Team Leader
DIRECT REPORTS: None
LOCATION: Brixton

POSITION PURPOSE:

- Travel Support Specialists are Intrepid Group's post-sale experts on country and trip information. They answer customer queries regarding any aspect of the trip pre travel, from what meals are included, to what visas are necessary.
- Travel Support Specialists ensure the smooth administration of bookings for customers and travel agents pre travel.
- Support Sales and Flights team with administration and excellent customer service to help achieve team sales and NPS target.

RELATIONSHIPS:

- Direct colleagues in the Travel Support Team
- Team colleagues in the Sales Team and Flights Team
- UK & European Sales colleagues in the Business Development team and Schools & Private Groups Team
- UK Office colleagues in the Product, Finance and Marketing Teams
- Sri Lanka Office colleagues in the Sales Support, Product Support and IT Support Teams
- Melbourne Head Office colleagues in the Product, Customer Relations and Sales Teams
- Overseas DMCs (Destination Management Companies) and external suppliers
- Other Intrepid Group staff from time to time and from various locations

QUALIFICATIONS AND EXPERIENCE:

- Excellent communication and relationship skills.
- Experience in a customer service environment.
- Typing speed >50 wpm.
- Excellent command of written English

OTHER SKILLS AND ATTRIBUTES:

- Excellent customer service skills.
- Confident and pleasant telephone manner.
- Broad personal travel experience.
- 'Can do' attitude with a strong personal drive to achieve.
- An understanding of and belief in the Intrepid Group core values.
- Excellent communication skills in order to inspire our customers, our staff and to represent the brands.
- Strong organisational skills to prioritise workload and work under pressure.
- Ability to work independently and in a team.

IMPORTANT NOTES:

- This is a rewarding job with a very dynamic company.
- Working in the sales and support team can be demanding at times and requires dedication and close attention to detail.
- At busy times you may be asked to work additional hours to help clear work (especially during the peak booking periods of January to March and peak travel periods of July and August).
- Flexible approach: Be prepared to support ad-hoc projects as requested.
- Company goals: Be prepared to get involved in other ad-hoc team tasks as they arise relating to the sales team and wider company goals.

All outcomes are measured by Key Performance Indicators (KPIs) determined each month.

Accountabilities	Examples of Tasks
Pre-trip Advice and Administration	<ul style="list-style-type: none"> Respond to client and agent e-mails Inform customers of flight schedule changes and/or itinerary changes, following these through to a revised and resolved trip for the customer. Answer pre travel telephone queries relating to trip content, travel advice, visa advice, documentation etc. Book journalists and competition winners onto trips
Customer Complaints	<ul style="list-style-type: none"> Acknowledge customer complaints Ensure complaint is passed to correct person(s) for response to issues raised and that it is effectively dealt with in the required timescale After training, respond to customer complaints, and make any necessary suggestion of compensation to Customer Relations Specialist, Travel Support Team Leader, or Head of Sales and Customer Service
General	<ul style="list-style-type: none"> Attend training when required Generate new ideas and initiatives as part of the company's overall commitment to increase business and improve profitability and customer service
Reporting	<ul style="list-style-type: none"> You may be required to report on various aspects of team and/or company performance using the available software and data. Use your initiative and insight to generate ideas for suitable reports that could benefit the team and if practicable implement these.
Customer Obsessed	<ul style="list-style-type: none"> Put the customer first in all decisions, without undermining the principles or requirements of the business. Go the extra mile to ensure our customers have the best travel experience ever.
People & Offices	<ul style="list-style-type: none"> Establish a strong, collaborative and high performing working relationship with the Sri Lankan office in Colombo. Work hard to deliver a high performing and functional relationship with relevant teams in the Melbourne head office.
Culture	<ul style="list-style-type: none"> Act as a role model for the company values. Build a culture in the team and with any external stakeholders of exceeding KPIs.

OTHER RELEVANT INFORMATION:

- 37.5 hours a week across our full opening hours. You'll need to be flexible to work in shift patterns covering these, including weekends. We will operate 7 days a week. Our opening times are; Monday – Friday 8am-8pm; Saturday 9am – 5pm; Sunday 10-5pm
- You will be required to participate in a weekend Rota. Time off will be given in lieu.
- You will also be required to participate in an evening Rota up to 8 pm.
- The travel industry is demand-led and workloads differ throughout the year. You may be asked to or indeed find it is necessary to work longer hours than those detailed to ensure that you achieve success in your principle role. During busy periods (usually Jan – Mar) holidays may not be permitted. You will also be required to provide sales support to cover key trade events and shows from time to time.
- At peak times holiday may be restricted.
- Whilst the above are a guide to the requirements of the role, it's also crucial that everyone in the team has a flexible attitude to the tasks required of them and the wider team, and as such you may be required to complete other tasks as and when necessary. This isn't restricted to a one-way process either, there may be projects you can get involved with or even initiate outside of your normal role.