

JOB DESCRIPTION & ACCOUNTABILITIES

NAME:		REPORTING TO:	Travel Support Team Leader
POSITION TITLE:	Customer Relations Representative	DIRECT REPORTS:	Nil
DEPARTMENT:	EMEA Sales and Customer Experience	LOCATION:	Brixton

POSITION PURPOSE:

The Intrepid Group is a customer focused business which believes in being the best we can be, regardless of whether we lead, sell, book, manage, share, build, operate, design or create the Best Travel Experience Ever.

The Customer Relations Representative position primarily provides customer service to internal and external stakeholders in relation to customer feedback. Working closely with the Product, Sales and Support teams, as well as our DMCs and 3rd party Operators, this position facilitates timely and effective responses with direct customer contact, while also quickly facilitating correspondence regarding booking experience, on tour issues and managing post-tour customer feedback.

QUALIFICATIONS AND EXPERIENCE

- Demonstrated Customer Service skills and experience in the UK & European market
- Experience with Customer relations or conflict resolutions preferred
- Strong administrative and organizational experience
- Demonstrated ability to work independently
- Excellent verbal and written communication skills
- Ability to work under pressure and maintain composure under duress
- German language desirable

OTHER SKILLS AND ATTRIBUTES

- Committed to exceptional standards of customer service
- Ability to use Microsoft Office suite
- High level of attention to detail
- Analytical and with keen problem-solving skills
- Friendly, flexible, adaptable
- Team player
- Responsible and reliable
- A strong understanding of Intrepid and Peregrine tour styles and brand positioning
- Understanding of IG internal systems preferred

Operational Accountabilities of Role	Benchmark Measure
Investigate and respond to customer complaints and feedback with the aim of providing exceptional customer service and satisfaction to all customers. Liaise with all relevant departments, including product, sales and overseas ground staff in order to thoroughly investigate customer claims.	Responses to customers to be timely, accurate and efficient in accordance with company guidelines
To negotiate appropriate resolutions to complaints while maintaining company policy, brand integrity and exceptional customer service.	Maintain high percentage of successful case resolutions closed by first response
Manage cash refunds and tour discounts responsibly; ensuring customer satisfaction is achieved while protecting brand reputation.	Customer refunds and discounts to be offered in line with company guidelines.

Accountabilities	Key Activities
Manage the end-to-end process for excellent customer complaint resolution via all necessary contact channels (email, phone, letter, pre & post trip surveys, and social media).	<ul style="list-style-type: none"> • Receive, acknowledge, investigate and respond to all inbound customer contact • Communicate effectively with customers via any necessary contact channel: telephone, email, letter and social media • Bring any cases related to client health and safety to the immediate attention of relevant personnel • Liaise with direct supervisor regularly • Adhere to the process of tracking all customer interaction in Salesforce
Maintain Customer Experience Contact Database	<ul style="list-style-type: none"> • Ensure all CR cases are recorded in the database, including all necessary data elements. • Utilize database to generate monthly and any other necessary CX reporting.
Manage cash refunds and tour discounts responsibly; ensuring customer satisfaction is achieved while protecting brand reputation	<ul style="list-style-type: none"> • Maintain record of cash refunds in CR database • Maintain record of future tour discounts and vouchers • Regularly consult with Director of Sales and Customer Experience where necessary for advice and support on suitable compensation or goodwill
Additional support for the Travel Support team	<ul style="list-style-type: none"> • Responding to email and phone enquiries from our existing customers • Actioning emails regarding existing customer requests, liaising with travel operations and product to facilitate these actions accordingly • Any additional support required for the Team as advised by the Travel Support Team Leader

