

Effective for: May 2018

NAME:		REPORTING TO:	Travel Support Team Leader
POSITION TITLE:	Customer Service Consultant – Digital (Live Chat)	DIRECT REPORTS:	NA
DEPARTMENT:	EMEA Support	LOCATION:	Brixton Office - London

POSITION PURPOSE:

A Customer Experience Consultant is responsible for delivering the best service experience to direct customers and travel agents who seek information about our trips or need help with their decision making.

While servicing all channels, your main focus will be on our digital channels, with the aim to maximize the sales of all Intrepid Group product, exceed KPIs and provide exemplary customer service to Travel Agents and direct customers.

You will also support the wider Travel Support team to assist with the other support inboxes and answering customer enquiries via phone. The role involves booking in our reservation system, maintaining a high degree of accuracy, managing customer bookings during the sales process, action all sales and support email inboxes and perform other administrative tasks essential to the EMEA sales region to ensure an overall exceptional booking experience with us.

QUALIFICATIONS AND EXPERIENCE

- Proven track record of exceptional sales and Customer Service experience minimum of 1 year
- Previous experience in a Live chat environment beneficial
- Confident pleasant telephone manner
- Personal and/or professional travel experience to Intrepid Destinations
- Experience working with computer booking systems
- Proven typing speed of 50+ words per minute

OTHER SKILLS AND ATTRIBUTES

- Fast fingers on keyboard with the ability to work on more than one window
- Quick thinker with ability to multi-task handling 2-3 chats at one time Excellent email manner and technique
- High level of customer service skills that can switch between travel agents and direct passengers seamlessly
- Ability to work under pressure while maintaining accuracy
- Outstanding organizational skills and attention to detail
- Excellent written communication skills
- An understanding of and belief in Intrepid Group's Responsible Travel philosophy
- Friendly, flexible, adaptable
- Team player
- Responsible and reliable
- Passion for travel in the Intrepid Group style
- Adaptability to work across a Support and Sales role

Operational Accountabilities of Role	Benchmark Measure
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.
Achieve annual £ sales targets	<ul style="list-style-type: none"> Revenue targets Pax growth targets Conversion % additional service sales
Deliver exceptional service and sales expertise to customers enquiring via Live Chat and Social Media Platforms	<ul style="list-style-type: none"> Live chat sales NPS, customer, agent and BDM feedback Handling 2-3 chats at the one time Live Chat KPIs Reviews of chat transcripts Outbound sales calls where appropriate
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, Travel Support Team Leader, or Head of Sales and Customer Service
Actioning email inboxes when there are no web chats in progress	<ul style="list-style-type: none"> Service KPIs such as Email turnaround times
Maintaining thorough knowledge of all product and keep up to date with competitor product, in order to qualify enquiries and recommend a suitable product	<ul style="list-style-type: none"> Attend all product training sessions and/or online product training Keeping up to date with Company and Department Communication updates through intranet services
Meet all booking process requirements Make necessary reservations in our system including Salesforce and Starship Send necessary customer communications Follow all best practice customer data management and booking processes	<ul style="list-style-type: none"> Maintain minimum standards Remain within compensation & waivers budgets
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 if exceeding KPI's
Responsible Business / Purpose Beyond Profit	Understand Intrepid Group's 'Purpose beyond Profit' philosophy and contribute to the achievement of the social, environmental and Intrepid Foundation goals as set by IG each year

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 hours are; Monday – Friday 8am-7pm; Saturday 8am – 5pm; Sunday 8am – 5pm.

You will be required to participate in a weekend Rota. Time will be given off in lieu.

As a team member of the wider EMEA sales teams, it is important to note that we require flexibility in your role. Managers will allocate specific responsibilities within your team and you may also be required to take on tasks outside your usual role as required by the wider sales and service team.

The travel industry is demand-led and workloads differ throughout the year. It may be 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. Our offices are open on public holidays except for Christmas Day.

Be prepared to work on ad-hoc company wide projects or tasks.

You will be required to attend weekly sales meetings, regional meetings and our annual company meetings held offside.

You will also be required to provide support to cover key trade events and shows from time to time.