



G R E A T R A I L
J O U R N E Y S

JOB REF: 021-14

CUSTOMER SERVICES ASSISTANT

Great Rail Journeys is the UK's market leading operator of escorted holidays by rail. With over thirty years' experience, there is no-one who understands rail holidays like we do, and with more than 300 adventures to over 40 countries, no-one offers a better choice of holidays by rail.

Great Rail Journeys and its sister brands, Treyn and Railselect, are dedicated to creating quality holiday experiences, and providing customers with high levels of service. The company currently provides holidays for over 60,000 travellers annually with our efforts been recognised by the industry, media and consumers through numerous awards.

We now have an exciting opportunity for a vibrant and highly motivated individual to join our team with the role giving the successful candidate hands-on experience of working in a busy Customer Services team.

The Role:

Reporting to Customer Services Supervisor you will be responsible for:

- Issuing booking confirmations to the customer ensuring all details contained are correct
- Conducting out-bound calling, responding to email enquiries and written communication to ensure customers have all the information they require to make informed decisions on their holiday and are kept up to date with any changes to their booking.
- Supporting the administration of holiday cancellations and handling account queries, discussing other available options with the customers when a transfer is in order to retain their custom where possible.
- Facilitating the Incident Report process, informing all relevant persons in the business ensuring customers are supported where appropriate and relevant steps are taken to resolve or minimise impact on the business.
- Booking UK rail and Hotel requirements as and when required to enhance the customer's experience of our products.
- Contact customers to follow-up and resolve over-due payments of balances or deposits.
- Prepare and dispatch customer documentation ensuring all information and documentation is correct.
- Arranging Visa's for customers, where required, in a timely manner.
- Advising the Product Services team of special requests, cancellations and booking changes in order to improve our service to the customers and reduce impact costs to the business where appropriate.
- Providing support for the Product Services and Sales teams as required with a cross functional and flexible approach to work activities.

A full job description is available upon request detailing full responsibilities. Weekend and evening working are an essential part of the role.

The Candidate:

The ideal candidate will have proven experience of working in a customer focused environment and must have strong customer service abilities with proven administrative skills. As well as the ability to follow written and verbal instructions you must also have a clear and concise approach in verbal and written communication, good influencing skills and be able to work under pressure to meet deadlines.

You will also have experience of working in a busy telephone environment and telephone experience in relation to inbound and outbound call handling. You must have strong written English and numeracy skills.

With a good general education you will have working knowledge of Microsoft software packages and have a methodical and organised approach to work, both individually and as part of a team.

Along with a competitive salary, benefits including a Discretionary Bonus Scheme, Death in Service Benefit, Company Sick Pay and a Pension Scheme with employer contributions.

If you are interested in applying for this position, then please send your CV with covering letter to recruitment@greatrail.com quoting job reference RN-021-14 For more information on the Company please visit our websites at www.greatrail.com or www.railholidays.com or www.railselect.com.

CLOSING DATE: Tuesday, 22nd April 2014