



CUSTOMER SERVICES ASSISTANT
Permanent. Full Time
Job Reference: RN-033 -18

The Role:

Reporting to the Customer Services Team Manager, some of the activities that the Customer Services Assistant will be responsible for include:

- Handling telephone calls from potential and existing customers ensuring their needs are met in a professional and efficient manner.
- Carry out mobility checks to ensure the customers mobility expectations are met where possible giving a day by day run through of itinerary to ensure anyone with mobility issues are handled with care and sensitivity.
- 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.
- 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.
- Supporting customer services on a rota basis. Hours will be allocated Monday to Sunday and applicants must be flexible in their working hours. Weekend working is a mandatory requirement.

The Candidate:

The successful Customer Services Assistant should possess the following skills and experience:

- Proven experience of working in a customer focused environment with a strong emphasis on customer service
- Experience of working in a busy telephone environment and telephone experience in relation to inbound and outbound call handling
- Strong interest in travel with good geographical knowledge
- Strong customer service abilities and proven administrative skills
- Capable of following written and verbal instructions and possess a clear and concise approach in verbal and written communication
- Able to work under pressure to meet strict deadlines whilst exhibiting excellent attention to detail
- Excellent written English and numeracy skills
- Good general education and working knowledge of Microsoft software packages
- Possess a methodical and organised approach to work, both individually and as part of a team

If you are interested in applying for this position, then please send your CV to **Abby Harrison on AbbyHarrison@greatrail.com** attaching a covering letter stating why you think you would be suitable for this position. Please also inform your manager of your interest in this vacancy.