

CUSTOMER SERVICES ADMINISTRATOR - GRJi
Permanent. Full Time
Job Reference: RN-035-18

The Role:

Reporting to the Department Manager, the Customer Services Administrator plays a key role in supporting the GRJ (Independent) holiday sales team. Some of the activities you will be responsible for include:

- Keeping up to date with all aspects of the products in order to improve knowledge base and be able to convey that knowledge when discussing a customer's holiday with them should it be required
- Communicating to line management ideas for improvement, aimed at enhancing performance and efficiency at company, team and personal level
- Assisting in the development and enhancement of company practices and processes in regards to new destinations, optimisation of existing destinations and provision of service to the customer, by identifying areas and opportunities for improvements
- Handling inbound and outbound calls in a friendly, efficient and professional manner
- Process bookings on behalf of the sales people, such as book hotels and transfers and, when needed, contact hotels with customer requests
- Revise costings on existing quotations for the sales people in times of high demand
- Build on-going relationships with customer's pre-departure, delivering a 5* service by providing post-sale customer services, confirmation documents and booking conditions
- Taking holiday payments ensuring receipts are provided
- Carrying out mobility checks to ensure the customers mobility expectations are met where possible
- Liaising with other internal department and providing support to other teams as required

The Candidate:

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

- Proven experience of working in a customer service environment and delivering to deadlines and targets
- Able to demonstrate an engaging and enthusiastic interest in travel
- Experience of working in a busy environment
- Able to work under pressure with strong attention to detail
- Excellent verbal and written communication skills
- Strong influencing skills
- Good time management skills
- Good general education and knowledge of Microsoft software packages

Preferred but not essential:

- A formal qualification in Travel and Tourism
- Previous work experience in a holiday travel environment

If you are interested in applying for this position, then please send your CV to recruitment@greatrail.com attaching a covering email stating why you think you would be suitable for this position.