

Job Title:	Customer Service Consultant	Team:	Customer Service
Reports to:	Customer Service Manager	Reporting in:	None

Explore

Explore is on a mission to regain its position as the leading small group adventure tour operator in the world. With 40 years' experience in operating unforgettable tours in all seven continents, we're huge believers that travel should be a force for good in the world. Sustainability has always been at the heart of what we do, as has the ethos of continual improvement. A trusted brand - Which recommended and a Feefo Gold Service Award holder - Explore prides itself on doing the right thing – by its staff, its customers, and the planet. Every member of the Explore team actively contributes to the company's success. There is a flexible and open working culture in which the entire team works together, striving for excellence, in a dynamic business environment.

Explore Values

We want to have a positive impact on people and the planet. And we choose only to work with others who can look us in the eye and say the same thing.

We're curious, ambitious and quick-to-adapt. We work relentlessly to improve our business, and to provide exceptional experiences for those who entrust us with their travels.

Diversity is to be celebrated. Life would be dreary, and change would be slow, if we all thought the same way. We challenge our ideas, each other, and our business partners - always with respect and kindness. As we believe that's the way to grow our business (and be able to sit down for a drink together at the end of the day).

In a complicated world that's full of potential, we have a simple mantra for ourselves: be better than yesterday.

Role- how will I be helping to create unforgettable adventures?

As a Customer Service Consultant you are the frontline in delivering exceptional customer service. Focused on increasing revenue through our sales through service mantra, you will strive to convert at the highest level all lines of enquiry and be responsible for all aspects of the end to end booking journey as the single point of contact for customers. A hunger for the sale and a thirst for delivering exceptional service across all customer contact channels is a pre-requisite for all Customer Service Consultants.

A typical working day

Key Responsibilities-

- Adapting our SALES process, maximise sales opportunities via all channels and consistently achieve sales and service targets and KPIs

- To actively sell the benefits of our flight offering and book flights at the point of sale using the designated company systems
- To pro-actively promote additional services in order to maximise the generation of additional revenue for the business
- Communicate the features and benefits of the Explore product
- Actively chase all personal and assigned leads generated and attempt to convert to bookings
- Use own travel experience to assist with customer queries and seek to understand each customers travels needs
- Professionally handle incoming requests from customers and ensure that requests are resolved both promptly and thoroughly keeping service at forefront at all times
- Use sound judgement to manage difficult customer situations, to respond promptly to the needs of the customer and solicit feedback to improve service
- To execute all assigned tasks efficiently, ensuring team targets and KPI's are met
- Participate in trade shows and customer events as required
- Ensuring a customer focused approach is adopted in all assigned responsibilities
- A flexible attitude in the undertaking of all tasks is paramount

Am I the right person for this role?

- Travel industry sales experience
- Proven results in maximising sales in a target driven, dynamic work environment
- Detailed understanding of the sales and booking process
- Experience in providing excellent service across various contact channels, including phone, email, live chat and social media
- Excellent knowledge of Explore destinations
- Have excellent verbal and written communication skills with strong sales conversion skills
- Energetic, enthusiastic and a strong desire to exceed customer expectations and deliver exceptional customer service
- Have the ability to multi-task within a busy team, prioritising and organising workload

- Accuracy, quality and excellent attention to detail are paramount
- Galileo trained or similar GDS experience
- Experience in computer booking systems, preferably within travel
- Strong team player

Benefits

Work life balance is important to us at Hotelplan and so we are open to discussion on working hours. We care about your output not when you do it. All we ask is that you come to the office 2 days a week for team meetings and to collaborate with others as and when we need you to.

You will start with 25 days holiday a year – this rises by 1 day per year to 30 days after 5 years with the company. You also get UK bank holidays. There is the option to ‘buy’ additional holiday leave if you need more time off

Pension scheme and life assurance.

Bonus eligibility based on company performance each year.

A 50% holiday discount scheme on holidays across the Hotelplan range. Everything from adventure tours to ski holidays.

A healthcare cashback scheme that allows you to claim back money on a number of healthcare costs – including dental treatments and optician costs.

2 volunteer days a year.

A bar and games room at HQ.

Rail season ticket loans available. Electric car scheme in the very near future with charging points at work.

We subscribe to the ‘Cycle to Work’ scheme.

Employment Assistance Programme – a 24/7 helpline offering practical and emotional support for a whole range of issues.

The small print

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.

Date of Description: 20 July 2023