

Job Title:	<b>Customer Relations Manager</b>	Team:	<b>Customer Relations</b>
Reports to:	<b>Reports to Head of Governance &amp; Customer Relations</b>	Reporting in:	<b>CR Executives</b>

### **One Team One Vision**

Every member of the Explore team agrees to actively contribute to the company's success. Explore has a flexible and open working culture and expects all staff to be flexible in their own approach. This means being willing to help out with any task, role or project at any time, as required.

It is equally important that all team members have a positive, pro-active and customer-focussed attitude, and are happy to work in an ever-changing business environment.

### **Role Summary and Job Purpose:**

The Customer Relations Manager is the customer's advocate with a focus on resolving customer issues and maximising the customer experience while balancing the financial realities and strategic goals of the company. This person is responsible for the day to day supervision of the Customer Relations team and ensures that all customer issues are handled efficiently and fairly in accordance with company procedures and industry regulations.

### **Key Responsibilities:**

- Manage and motivate the team to ensure customers are handled in a friendly, efficient and professional manner and by the most appropriate method of communication
- Be responsible for CR staff engagement, development and training needs through 121s and appraisals
- Monitor and delegate incoming customer correspondence and Reevoos which need a response
- Provide ongoing coaching and advice to the CR executives regarding the investigation of and response to customer issues
- Check prepared responses and discuss corrections/amendments
- Investigate and prepare responses to the most serious and complex customer issues
- Create responses to negative social media posts
- Authorise compensation to a specified value
- Undertake the proactive recovery of compensation from suppliers where applicable
- Collate and analyse complaint statistics and prepare monthly reports
- Conduct monthly Complaint Reduction meetings to discuss trends and suggest areas for improvement
- Oversee customer medical screening and authorise for such bookings to be accepted/rejected in consultation with Head of Governance & Customer Relations
- Approve, coordinate and issue Memos to customers

### Skills and Experience:

	<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>Strong leadership, influencing and management skills to deliver an enhanced customer experience.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Good knowledge of consumer legislation, specifically travel law</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Effective written and verbal communication and presentation skills</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Advanced level of proficiency in Microsoft Excel</li> </ul>	✓	
<ul style="list-style-type: none"> <li>An ability to effectively collate and analyse complaint statistical data.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>The ability to handle complaints and difficult situations in a diplomatic, calm and effective way.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Competent in continually reviewing processes, identifying the root cause of complaints and working with the business to minimise the impact of such failings on the customer</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Commercial awareness</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to turn a negative experience for the customer into a positive one by consistently providing the highest level of customer service</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Strong leadership, influencing and supervisory skills to deliver an enhanced customer experience.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Familiarity with working within a busy customer service environment in the travel industry.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience of managing and motivating staff in a team</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Proven track record of implementing improvements to the customer service experience</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience of making decisions regarding compensation claims</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Proven track record of customer retention</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Related experience within a similar role is ideal however the ability to demonstrate key skills and experience which is closely related is essential</li> </ul>		✓
<b>Education:</b>	<i>Essential</i>	<i>Desirable</i>
Higher education – Further Education	✓	

Explore reserves the right to vary your tasks, duties and responsibilities at any time and from time to time according to the needs of the Company's business. However, you will not be assigned to duties or required to perform services which you cannot reasonably perform or which are outside the range of your normal skills and experience. There will also be times when you may be asked to transfer, either temporarily or permanently, to an alternative job within the

Company. Where this is agreed with you, either on a temporary or a permanent basis, it will be confirmed to you in writing.

**Date of Description: 24OCT17**