

Job Title:	Customer Service Consultant	Team:	Customer Service
Reports to:	Customer Service Manager	Reporting in:	N/A

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:

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.

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
- Additional tasks as requested from time to time to assist in the overall service delivery of Explore

Skills and Experience:

	<i>Essential</i>	<i>Desirable</i>
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		✓
Written and spoken German		✓
Experience in computer booking systems, preferably within travel	✓	
Strong team player	✓	
	<i>Essential</i>	<i>Desirable</i>
Education:		
Higher 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: September 2021