

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

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.

Role Summary and Job Purpose:

The Customer Support Consultant is responsible for providing exceptional customer service through a number of booking channels as well as the delivery of back office administrative processes enabling a smooth and efficient customer journey. Self-motivated and a great team player are pre-requisites for all Customer Support Consultants.

Key Responsibilities:

- Deliver personalised customer service and support of the highest level at all times
- Professionally handle incoming requests from customers and colleagues, ensuring that requests are resolved both promptly and thoroughly
- To ensure all customer, team queries & administrative tasks assigned to you are responded to in line with team KPI guidelines
- Take the lead role in all consolidations, at all times seeking a positive outcome for Explore and customer
- Process, administer & respond to queries via a variety of booking channels e.g. web, GSAs and OTAs
- Support and provide superior service to other sales channels, such as phone, email and Live Chat as and when required
- Responsible for executing all customer service tasks within Travel Studio
- Co-ordinate updates for Product and Ops Teams where necessary
- Continuously evaluate and identify opportunities to drive process improvements for the team that positively impact the customer experience and improve efficiency
- Provide backup support to all Customer Support Consultants within the team as required
- To execute all assigned tasks efficiently, ensuring team targets and KPI's are met
- Ensuring a customer focused approach is adopted in all assigned responsibilities
- A flexible attitude in the undertaking of all tasks is paramount

Benefits

Work life balance is important to us at Explore and so we are open to discussion on working hours. The role is full time 37.5 hours per week.

You will start with 25 days holiday a year – this rises to 30 days after 5 years with the company. There is the option to ‘buy’ additional holiday leave.

Pension scheme and life assurance.

A generous 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.

A bar and games room at HQ.

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.

Skills and Experience:

	<i>Essential</i>	<i>Desirable</i>
Travel industry sales experience	✓	
Strong communication and interpersonal skills, displaying the ability to connect and build relationships with all teams around the business	✓	
Proven excellence in administration roles	✓	
Effective planning, prioritising and organising of workload is crucial	✓	
Accuracy, quality and excellent attention to detail are paramount	✓	
Thrives on multi-tasking in a busy environment	✓	
Energetic, enthusiastic and a strong desire to exceed customer expectations and deliver exceptional customer service	✓	
Detailed understanding of the sales and booking process	✓	
Proven results in maximising sales in a target driven, dynamic work environment	✓	
Galileo trained or similar GDS experience		✓
Experience in computer booking systems, preferably within travel	✓	
Extensive travel experience, preferably to Explore destinations	✓	

Date of Description: May 2022