

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 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 trip consolidations, at all times seeking a positive outcome for Explore and customer
- Process, administer and respond to queries via a variety of booking channels e.g. web, GSAs and OTAs
- Provide superior service to other sales channels email and Live Chat
- 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 on the phones 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

Skills and Experience:

	<i>Essential</i>	<i>Desirable</i>
Travel industry 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	✓	
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		✓
	<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: Feb 2023