

Job Title:	Polar Specialist	Team:	Customer Service
Reports to:	Head of Customer Service	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:

As our dedicated Polar Specialist you are responsible for delivering exceptional customer service to our Polar Customers and helping drive our Antarctica and Arctic sales. Focused on increasing revenue through service mantra and working closely with Explore's Polar Product Manager, 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 all Polar customers. A passion for Polar destinations and a hunger for the sale and a thirst for delivering exceptional end-to-end service is a pre-requisite.

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 Polar product and book flights 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 our Polar product
- Actively chase all Polar 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 and find the perfect Polar option for them
- 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 Polar growth targets and KPI's are met

- In collaboration with the Polar Product Manager and CST leadership team continuously evaluate and identify opportunities to drive process improvements that positively impact the customer experience and improve efficiency and conversion
- Ensuring a customer focused approach is adopted in all assigned responsibilities
- A flexible attitude in the undertaking of all tasks is paramount
- Support the overall CST team with additional tasks as requested from time to time to assist in the overall service delivery of Explore

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>
Experience and passion in selling Polar destinations	✓	
First-hand travel experience to Polar destinations	✓	
A strong commitment to customer service excellence	✓	
Proven results in maximising sales in a target driven, dynamic work environment	✓	
A strong can-do attitude	✓	
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 Polar destinations and operators	✓	
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	✓	
Experience in computer booking systems, preferably within travel	✓	
Strong team player	✓	
Galileo trained or similar GDS experience		

Date of Description: May 2022