

Job Title:	Product Support	Team:	Product
Reports to:	PM	Reporting in:	None

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:

Product Support is a varied role responsible for support within the product team, with a focus on assisting the Operations Managers. They provide administrative support and departure specific information (ground releases) to ground agents and work closely with Customer Support and Sales on trip queries. In addition to providing flexible and adhoc cover for the Operations Managers Product Support also takes an active role in supporting the functions of Risk Management, quality, training and T/L retention.

Key Responsibilities:

- **Trip Preparation**
 - Send a limited number of Ground Releases and Final Pax lists to suppliers.
 - Assist in updating TS where required, providing support for PEs.
- **Customer Services –**
 - Manage day to day sales queries (logs, IM and phone calls) and requests for Single Rooms.
 - Assist with queries from customers to aid in the sale of tours.
 - Assist with phone cover in peak periods.
- **Trip Management**
 - Responsible for coordinating any incoming tasks whilst Operations Managers are out of the office and distributing work as required, including beginning the process of answering CR logs (CSQs, Reevoo, Happy Pax letters)
 - Dealing with minor duty follow ups or incidents during a trip
- **Leader & Trip Management:**
 - Manage Trip Report Form return.
 - Assist with the preparation of CSQ agent reports.
 - Assist with UK Leader arrangements – including booking flights, arranging visas, creating contracts, ordering trip funds and creating info packs.
 - Assisting with Leader Incentives – collating votes for Leader awards, organising panel days, ensuring TLs due Longevity Awards are notified and paid.
 - Audit and manage stocks of Leader Kit
 - Load newly trained Leaders in to the system
- **Leader Training**
 - Arranging accommodation, transfers and first Aid course for all Farnborough based Leader training
 - Assisting with UK based Leader training and First Aid courses
 - Preparing training documents for overseas training sessions

- **Safety Management**
 - Maintain SOP records for Hotels, Vehicles, Vessels and Local Leaders
 - Maintain PLI records for all agents
 - Assist OMs with Activity checks for new trips
 - Create and monitor monthly safety report

- **Travel Fairs:**
 - Attend and participate in World Travel Market, Adventure Travel presentations and other Trade Fairs as requested.
 - Meet with new and existing ground agents to ensure quality and safety on all Explore tours.

- **To participate in / run ad hoc projects/tasks as required**

Person Profile

- Our ideal candidate will be someone who is both an independent thinker and a team player.
- They should be able to demonstrate a record of working to tight deadlines and under pressure.
- They should be comfortable in taking responsibility to challenge current processes.
- Whilst we work hard the company ethos is that we work in a place that is both positive and fun, and so it is essential that the successful candidate contribute to this.
- Your passion should be travel, we will be looking for a candidate who exudes enthusiasm for adventure travel

Skills and Experience:

	<i>Essential</i>	<i>Desirable</i>
Effective communication skills	✓	
Demonstrable organisational, communication & interpersonal skills	✓	
Proven ability to work accurately to deadlines	✓	
Team player	✓	
Able to demonstrate experience of dealing efficiently with customers and problems on tours		✓
Demonstrable results inside an operations environment		✓
Knowledge of the adventure travel market		✓

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 2017