

Job Title	Customer Support Advisor	Salary	\$45,000/yr
Department	Customer Service		
Reports To	Customer Service Manager	JD date	

Job Information**Type of Role**

Permanent – Full Time

Job Purpose

As a Customer Service Advisor at Imagine Cruising, you will be a key member of our US Customer Support team assisting customers before, during, and after their vacations. You will handle a variety of inquiries and service requests, providing calm, solutions-focused support to ensure each customer enjoys a world-class experience. This hands-on role in a fast-paced call center environment is perfect for someone who takes ownership, enjoys problem-solving, and is comfortable with a rotating schedule as our business scales.

Accountabilities:

- Accurately log customer interactions, actions taken, and outcomes in our CRM system, maintaining clear notes for continuity and compliance.
- Utilize active listening and empathy to de-escalate complaints, manage expectations, and find fair, customer-focused resolutions using effective de-escalation tactics.
- Strong problem-solving skills and the ability to remain calm and effective in handling complaints or pressured situations.
- High attention to detail and accuracy in documentation and data entry.
- Proficient in using computer systems (CRM, email, MS Office) and able to multitask between software systems.

Qualifications/skills/ experience / knowledge

- 1+ years of experience in a customer service role within a call center or other high volume, fast-paced environment.
- Excellent verbal and written communication skills, with a professional and empathetic telephone manner.
- Strong problem-solving skills and the ability to remain calm and effective in handling complaints or pressured situations.
- High attention to detail and accuracy in documentation and data entry.
- Willingness to work a rotating schedule (5 days over 7), including early/late shifts and weekends, with flexibility as business needs evolve.

Critical Competencies

- Experience in travel, cruise, hospitality, or airline industry.
- Background in complaint handling and customer resolution, including complex cases requiring investigation.
- Familiarity with service quality frameworks (QA/call monitoring) and working toward measurable KPIs.

- Bilingual communication skills (e.g., Spanish) are a plus.

Organisation Structure & Career Path

Financial Information