

# Job Description

<b>Job title:</b> Connected Service Consultant (Contact Centre Agents)	<b>Function:</b> IDM
<b>Reports to:</b> Connected Service Team Manager	<b>Sub Function:</b> in Destination Management
<b>Level / Grade:</b> n/a	<b>Location:</b> In Destination
<p><b>Job purpose:</b> To ensure exceptional service is delivered to customers in all Thomas Cook destinations across the globe. Connected Consultants will answer customer questions &amp; queries through a variety of contact channels and offer first-time solutions to customer concerns, whilst providing a great holiday experience.</p>	
<p><b>Key accountabilities and decision ownership:</b></p> <ul style="list-style-type: none"> <li>Ensures that commitments made by Thomas Cook Group to customers are met. Makes prompt, clear decisions to resolve issues and takes responsibility to take the actions required to address these</li> <li>Responds to customers queries via various communication methods including email, SMS, social media, video calling and telephone to ensure their needs are met</li> <li>Provides a 24/7 service to customers, ensuring all queries are dealt with and complies with governance and escalation processes to ensure timely resolution</li> <li>Sells appropriate ancillary products as required by the customer to enhance their holiday experience</li> <li>Maintains respectful relationships with all internal &amp; external contacts, including source markets, suppliers and Thomas Cook iDS colleagues in all destinations</li> <li>Work closely and collaboratively with destination teams to deliver a seamless experience to all our customers</li> </ul>	<p><b>Skills, know-how and experience:</b></p> <p><b>Must have/be:</b></p> <ul style="list-style-type: none"> <li>Experience of working successfully with customers and providing a best-in-class service to them</li> <li>Fluent in English &amp; service language(s) of given market(s)</li> <li>Strong, credible communication skills with excellent written language ability</li> <li>Highly competent and confident with using all technology, including social media</li> <li>Flexible approach to work, willingness to take on a variety of tasks as and when required and ability to react quickly to a range of demanding situations</li> </ul> <p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>Proven experience of working in a high volume contact centre environment</li> </ul>
<p><b>Key performance indicators:</b></p> <ul style="list-style-type: none"> <li>Customer service targets are met</li> <li>Receives unprompted, positive customer feedback</li> <li>Quality improvement &amp; complaint resolution metrics are met</li> <li>Ancillary sales targets are met</li> </ul>	<p><b>Technical / professional qualifications:</b></p> <ul style="list-style-type: none"> <li>Formal qualification in Travel and Tourism (preferable)</li> </ul> <p><b>Direct reports:</b></p> <ul style="list-style-type: none"> <li>None</li> </ul>

*This Job Description outlines key accountabilities – all employees are expected to be flexible regarding their accountabilities and may from time to time be asked to carry out other duties to ensure achievement of company targets*