

Job Description

Job title: Destination Administrator	Function: iDM
Reports to: Senior Admin or Admin Team Manager	Sub Function: in Destination Management
Level / Grade: n/a	Location: In Destination
Job purpose: To ensure exceptional service is delivered to customers in destination. Destination Administrators will provide efficient and thorough administration support to the destination operation, ensuring all team members are able to provide a great holiday experience to our customers.	
Key accountabilities and decision ownership: <ul style="list-style-type: none"> 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 Responds to customers queries via various communication methods including email and telephone to ensure their needs are met Provides in-resort customer care and complies with governance and escalation processes to ensure timely resolution Maintains respectful relationships with third parties in-resort, including local agency and hoteliers Maintains respectful relationships with all source markets in that given destination Actively manages paperwork and completes all required tasks in a timely and compliant manner Provides a holistic customer experience as an active member of the in-destination Thomas Cook team 	Skills, know-how and experience: Must have: <ul style="list-style-type: none"> Strong organisational skills and the ability to prioritise workloads Experience of working successfully with customers and providing a best-in-class service to them Fluent in English & service language(s) of given market(s) Competent with technology and confident in quickly and effectively learning new systems and equipment Self-sufficient and independent Preferred: <ul style="list-style-type: none"> Proven experience of working in a dynamic and changing office environment Technical / professional qualifications: <ul style="list-style-type: none"> Formal qualification in Travel and Tourism (preferable) Formal Administration qualification (preferable)
Key performance indicators: <ul style="list-style-type: none"> Customer service targets are met Receives unprompted, positive customer feedback Income and sales targets are met Complaint Management 	Direct reports: <ul style="list-style-type: none"> None

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