

Job Description

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| Job title: Service Representative | Function: IDM |
| Reports to: Service Manager | Sub Function: in Destination Management |
| Level / Grade: n/a | Location: In Destination |
| <p>Job purpose: To ensure exceptional service is delivered to customers in destination. Service Representatives will answer questions & queries and offer solutions to customer concerns, whilst offering enhancements & experiences to provide a great holiday experience</p> | |
| <p>Key accountabilities and decision ownership:</p> <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 Visits customers in destination to ensure that their needs are met. Maintains respectful relationships with third parties in-resort Takes responsibility for resolving customer concerns and queries. Provides in-resort customer care and complies with governance and escalation processes to ensure timely resolution Sells appropriate ancillary products as required by the customer to enhance their holiday experience Actively manages paperwork and completes sales in a timely and compliant manner Provides a holistic customer experience as an active member of the in-destination Thomas Cook team | <p>Skills, know-how and experience:</p> <p>Must have/be:</p> <ul style="list-style-type: none"> Strong, credible presentation skills both verbally and written 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 experienced in quickly and effectively learning new systems and equipment Self-sufficient and independent Preferred: Proven track record in customer sales <hr/> <p>Technical / professional qualifications:</p> <ul style="list-style-type: none"> Formal qualification in Travel and Tourism (preferable) Manual driving licence held for over 1 year (preferable) |
| <p>Key performance indicators:</p> <ul style="list-style-type: none"> Customer service targets are met Income and sales targets are met Receives unprompted, positive customer feedback Complaint Management | <p>Direct reports:</p> <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