

Job Description

Job title: Transfer Representative	Function: iDM
Reports to: Airport 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. Transfer Representatives will assist with transferring customers to and from the airport whilst ensuring their needs are met, providing a memorable start and end to their holiday experience.	
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 theseWelcomes customers in destination, ensuring initial concerns and queries are dealt with in a timely manner ensuring total resolution at the start of their holidayActively promotes in destination events and experiences which can enhance the customer's holiday experiencesHelps facilitate guests departure from destination, assisting with transfers and resolving any issues which may arise at the airportMay be required to accompany guests on specific in destination events, ensuring their safety and well-being at all times and creating a memorable experienceProvides a holistic customer experience as an active member of the in-destination Thomas Cook team	Skills, know-how and experience: Must have/be: <ul style="list-style-type: none">Strong, credible presentation skills and confidence in public speakingExperience of working successfully with customers and providing a best-in-class service to themFluent in EnglishFlexibility and willingness to take on a variety of tasks as and when required Preferred: <ul style="list-style-type: none">Previous experience of working in the travel industry Technical / professional qualifications: <ul style="list-style-type: none">Formal qualification in Travel and Tourism (preferable)
Key performance indicators: <ul style="list-style-type: none">Customer service targets are metReceives unprompted, positive customer feedbackComplaint managementIncome and sales targets are met	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