



EXODUS – JOB DESCRIPTION

Issued: June 2018

Job Title:	Customer Operations Support
Department:	Customer Operations
Description of role:	Supporting Exodus Long/ Short haul areas to provide excellent customer service post sales.

Relationship to others:	Dealing with clients by email and phone, also working closely with Customer Operations Execs for specific regional areas
Reports to:	Customer Operations Support Supervisor
Supervisory responsibilities:	NA
Hours of work:	The department is open from 9am to 6pm Monday to Friday, with alternating 8 hour shifts each week.

Overview	<ul style="list-style-type: none"> • Work with and support your regional Customer Operations Executive team • Booking audit checks before departure to assist Tour Manifest and final documentation process • Produce and monitor customer documentation for regional team • Work closely with CO Supervisor to ensure consistently high standards of communication with clients
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Specific Tasks to Include (standard):	<ul style="list-style-type: none"> • Loading and management of trip specific details, such as joining information for Land Only clients, group flight information and leader details • Generate and review all manual customer documentation including invoices, personal details forms, confirmations and final instructions as needed • Ensure all late booking documentation is despatched on time • Collecting and loading of client personal details • Dealing with client questions and requests pre travel, by phone and email • Arranging all specific seat and meal requests as received • Taking payment and sending updated documentation for extra services arranged post-sales • The selling of insurance and any ancillary products as required
Skills / competencies:	<ul style="list-style-type: none"> • Excellent communication skills, both verbal and written • Friendly and professional manner

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| | <ul style="list-style-type: none">• Previous customer facing role preferable• Good travel experience• Competence in dealing with client requests and questions efficiently• Ability to prioritise workload on a day to day basis |
| How to apply: | Please email your CV to talent@travelopia.com to apply for this position. |