

Department	Customer Services
Reports To	Customer Services Manager
Direct Reports	None
Working Hours	09.30-17.30 Monday to Friday
Overview	<p>Although we pride ourselves on the low number of complaints we receive, we aim to provide a swift and accurate turnaround to all customer feedback, and ensure that we learn from the issues raised by our clients.</p> <p>You'll work closely with the Customer Services Manager, the five other Customer Services Executives, and our Product Managers to analyse and investigate issues arising from customer feedback before responding to clients in writing.</p>

Duties	<p>Customer Feedback</p> <ul style="list-style-type: none"> • Conduct investigations into issues raised by our customers with input from our local partners, tour leaders and other relevant departments • Respond to complaints from our customers by letter within our targeted time limit • Assess levels of compensation with the Customer Services Manager • Suggest actions to prevent future concerns being raised <p>Customer Accidents</p> <ul style="list-style-type: none"> • Offer assistance and support to clients who are unwell or who have had an accident on a trip, liaising with local teams and insurance companies as necessary <p>General</p> <ul style="list-style-type: none"> • Assist with acknowledging and logging all correspondence received by the department • Answer queries and write letters for insurance claims • Undertake any other general administration when required • Liaise with clients who have pre-existing medical conditions to ensure that they are safe to travel
---------------	--

Who are you?	<p>You have a keen interest in travelling and are a customer service champion who handles client complaints with grace and diplomacy. You have great grammar and written communication skills and you don't mind working to tight deadlines. You're able to prioritise your workload whilst maintaining a flexible and proactive approach.</p> <p>Organisation is in your nature and you genuinely care about the details. You're comfortable questioning information provided by third parties and whilst this is a primarily written role, you have a confident phone manner.</p> <p>Previous customer service experience is a distinctive advantage, especially within the travel industry—good knowledge of the areas we travel means you'll have better insight when it comes to dealing with issues that arise!</p>
---------------------	---

How to apply?	<p>Please email your CV and Covering Letter to talent@travelopia.com to be considered for this position.</p>
----------------------	---