

## JOB DESCRIPTION & ACCOUNTABILITIES

<b>NAME:</b>		<b>REPORTING TO:</b>	Travel Support Team Leader
<b>POSITION TITLE:</b>	Travel Support Specialist	<b>DIRECT REPORTS:</b>	Nil
<b>DEPARTMENT:</b>	EMEA Sales and Customer Service	<b>LOCATION:</b>	Brixton

### POSITION PURPOSE:

The Intrepid Group is a customer focused business which believes in being the best we can be, regardless of whether we lead, sell, book, manage, share, build, operate, design or create the Best Travel Experience Ever.

- The Travel Support Specialist position primarily provides customer service to internal and external stakeholders in relation to customer feedback and are Intrepid Group's post-sale experts on country and trip information. They answer customer queries mainly via phone and email regarding any aspect of the trip pre-travel, from what meals are included, to what visas are necessary. Travel Support Specialists support sales and customer service team with administration and excellent customer service to help achieve team sales and NPS target.

### QUALIFICATIONS AND EXPERIENCE

- Demonstrated Customer Service skills and experience in the travel industry.
- Typing speed >50 wpm.
- Strong administrative and organizational experience
- Demonstrated ability to work independently
- Excellent verbal and written communication skills.
- Ability to work under pressure and maintain composure under duress.

### RELATIONSHIPS:

- Direct colleagues in the Travel Support Team & flights team
- Team colleagues in the Sales Team
- UK & European Sales colleagues in the Business Development team & Private Groups Team
- UK Office colleagues in the Product, Finance and Marketing Teams
- Sri Lanka Office colleagues in the Sales Support, Product Support and IT Support Teams
- Melbourne Head Office colleagues in the Product, Customer Relations and Sales Teams
- Overseas DMCs (Destination Management Companies) and external suppliers
- Other Intrepid Group staff from time to time and from various locations

### OTHER SKILLS AND ATTRIBUTES

- Committed to exceptional standards of customer service
- Ability to use Microsoft Office suite
- High level of attention to detail
- Analytical and with keen problem-solving skills
- Friendly, flexible, adaptable
- Team player
- Responsible and reliable
- A strong understanding of Intrepid and Peregrine tour styles and brand positioning
- Understanding of IG internal systems preferred
- Confident and pleasant telephone manner.
- Broad personal travel experience.

## IMPORTANT NOTES:

- This is a rewarding job with a very dynamic company.
- Working in the travel support team can be demanding at times and requires dedication and close attention to detail.
- At busy times you may be asked to work additional hours to help clear work (especially during the peak booking periods of January to March and peak travel periods of July and August).
- Flexible approach: Be prepared to support ad-hoc projects as requested.
- Company goals: Be prepared to get involved in other ad-hoc team tasks as they arise relating to the sales team and wider company goals.

All outcomes are measured by Key Performance Indicators (KPIs) determined each month.

ACCOUNTABILITIES	EXAMPLES OF TASKS
Pre-trip Advice and Administration	<ul style="list-style-type: none"> <li>• Respond to client and agent e-mails</li> <li>• Answer up to 40 incoming calls per day while giving exceptional customer service.</li> <li>• Inform customers of flight schedule changes and/or itinerary changes, following these through to a revised and resolved trip for the customer.</li> <li>• Answer pre travel telephone queries relating to trip content, travel advice, visa advice, documentation etc.</li> <li>• Book journalists and competition winners onto trips</li> <li>• Liaise with ops, product and other business partners to assure the smooth running of customers bookings.</li> </ul>
Customer Complaints	<ul style="list-style-type: none"> <li>• Acknowledge customer complaints</li> <li>• Ensure complaint is passed to correct person(s) for response to issues raised and that it is effectively dealt with in the required timescale</li> <li>• After training, respond to customer complaints, and make any necessary suggestion of compensation to Customer Relations Specialist, Travel Support Team Leader, or Head of Sales and Customer Service</li> </ul>
General	<ul style="list-style-type: none"> <li>• Attend training when required</li> <li>• Generate new ideas and initiatives as part of the company's overall commitment to increase business and improve profitability and customer service</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>• You may be required to report on various aspects of team and/or company performance using the available software and data.</li> <li>• Use your initiative and insight to generate ideas for suitable reports that could benefit the team and if practicable implement these.</li> </ul>
Customer Obsessed	<ul style="list-style-type: none"> <li>• Put the customer first in all decisions, without undermining the principles or requirements of the business.</li> <li>• Go the extra mile to ensure our customers have the best travel experience ever.</li> </ul>
People & Offices	<ul style="list-style-type: none"> <li>• Establish a strong, collaborative and high performing working relationship with the Sri Lankan office in Colombo.</li> <li>• Work hard to deliver a high performing and functional relationship with relevant teams in the Melbourne head office.</li> </ul>
Culture	<ul style="list-style-type: none"> <li>• Act as a role model for the company values.</li> <li>• Build a culture in the team and with any external stakeholders of exceeding KPIs.</li> </ul>

## **OTHER RELEVANT INFORMATION:**

- 37.5 hours a week across our full opening hours. You'll need to be flexible to work in shift patterns covering these, including weekends. We will operate 7 days a week. Our opening times are; Monday – Friday 8am-8pm; Saturday 9am – 5pm; Sunday 10-5pm
- The travel industry is demand-led and workloads differ throughout the year. You may be asked to or indeed find it is necessary to work longer hours than those detailed to ensure that you achieve success in your principle role. During busy periods (usually Jan – Mar) holidays may not be permitted. You will also be required to provide sales support to cover key trade events and shows from time to time.
- At peak times holiday may be restricted.
- Whilst the above are a guide to the requirements of the role, it's also crucial that everyone in the team has a flexible attitude to the tasks required of them and the wider team, and as such you may be required to complete other tasks as and when necessary. This isn't restricted to a one-way process either, there may be projects you can get involved with or even initiate outside of your normal role.