

# **JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES**

**POSITION:** Customer Operations Advisor

**DEPARTMENT:** Operations

**REPORTING TO:** Emma Davidson

**DIRECT REPORTS:** None

**LOCATION:** Cheshire

**DATE PREPARED:** 07 February 2018

## **POSITION PURPOSE**

To service Headwater customers from the point of booking confirmation to day of departure.

To be responsible for the smooth-running in all aspects of office services, including logging deliveries, mail and distribution.

## **QUALIFICATIONS AND EXPERIENCE**

- Either 12 months experience in travel industry, or travel industry qualification highly desired
- First hand experience of dealing with customers (phone and/or face to face)
- Experience using Amadeus or another GDS system preferred

## **OTHER SKILLS AND ATTRIBUTES**

- Confident telephone skills
- Excellent planning and organisational skills
- Meticulous attention to detail
- Ability to prioritise and multi-task
- Good geographical knowledge of Europe
- Interest/experience in travel other than traditional package holidays
- IT literate and Internet savvy
- Good grasp of basic mathematics
- Good command of written and spoken English
- Flexibility to support the business and conduct ad-hoc tasks as reasonably requested

## **OTHER REQUIREMENTS**

Flexibility to work to cover the operational needs of the business, this may include but is not exclusive to, weekends and extended opening hours.

## **KEY ACCOUNTABILITIES**

1. Company profitability

## **BENCHMARK MEASURES**

- To ensure that invoices are issued correctly; zero omissions or oversights; all prices accurate; worded correctly and all content correct (e.g. no missing nights/ transfers etc.)
- Book any extras that can be added to their booking resulting in increased revenue
- Record any potential losses from errors made at sales stage

## **KEY ACCOUNTABILITIES**

2. Company productivity

## **BENCHMARK MEASURES**

- Distribute all in-coming emails to admin@headwater.com to the relevant departments/person
- Manage the travel@headwater.com email inbox
- Ensure maps are stocked on shelves and advise the Customer Operations Team Leader if re-ordering is required
- Ensure that any deliveries are stored efficiently and the office area is kept tidy.

## **KEY ACCOUNTABILITIES**

3. Quality of service

## **BENCHMARK MEASURES**

- To reply to all in-coming emails in accordance with the Headwater Customer Charter
- To issue all invoices within 72 hours of payment being received
- Issue all ATOL licences on the same day that payment is taken
- To advise clients of any changes in travel timings/routes to their holiday itinerary within agreed timetables
- Ensure when updates are made to route notes/booklets that customers are issued with the revised version
- To be fully knowledgeable about all aspects of our holiday programme – travel options, activity types, hotels, levels of difficulty etc
- To ensure that all elements of the customers' holiday are booked correctly, in accordance with customer requirements, with any special requests duly noted
- To get back to clients when promised, even if just a courtesy update on information still pending

- To participate in training offered by the company including overseas visits to a Headwater region
- Day-to-day responsibility for adding to the system and sending out any brochure requests
- Sending/emailing of Tickets and Documents along with Maps and Route Notes, ensuring they reach the customer no less than 2 weeks before departure
- To action any representative/local agent queries and get back to them within set timescales
- Answer incoming calls to the Customer Operations department and if necessary field them to the relevant department
- Contact all clients for their insurance details if they are not provided at the time of booking to ensure they receive their final documents within set timescales
- Be the point of contact if a customer comes to the office to make a payment/collect documents
- Issue cancellation invoices on the day written confirmation is received from the customer

### **KEY ACCOUNTABILITIES**

4. Efficient business systems

### **BENCHMARK MEASURES**

- Process brochure mailings through our Royal Mail account and deal with daily post
- Sending any parcels via courier service as required
- Issue air tickets for customers via Amadeus