

Customer Operations Agent

Ref.178903 - 12/02/2023 - Província Girona

Funcions i requisits de la vacant

Job Purpose:

The Customer Operations Specialist ensures that the company delivers the highest standards of service to our customers in order to maximize customer satisfaction by providing booking, travel and product assistance.

Job Responsibilities:

Aiming to satisfy customers throughout the customer lifecycle, the employee interacts with customers and transportation suppliers around the world via: phone, live chat or email. Providing and processing information in response to inquiries, concerns and requests about our services.

An important part is solving problems for customers during travel assistance calls when decisions have to be taken fast.

Key responsibilities are:

- Assisting customers seeking the company availability, pricing & service information (telephone, live chat and email)
- Contacting customers to help them complete payments and bookings.
- Travel assistance for customers and suppliers in the event of any kind of failure occurring during a transfer service and intermediation between both.
- Complaint handling
- Assisting on ?non-standard-CS-tasks? for cross-functional projects in coordination with other departments (e.g. Translations, price comparison, publishing new routes and prices, etc.)

Once the employee reaches a satisfying level of product knowledge and track record of having taken on additional responsibilities on own initiative, the role evolves in the following responsibilities;

- Assisting colleagues with difficult cases (escalations), answering questions.
- Assisting Senior colleagues in defining training gaps and delivering training.
- Supporting the management and on-going improvement of supplier relationships.
- Assigning, organising and managing workflows, ensuring all tasks are properly prioritised and executed.
- Handling of customer and 3rd party complaints and disputes.
- Ensuring consistent application of our product defined guidelines, policies and procedures to create or update product information, such as vehicle or route availability and pricing.

Ensuring that customer or supplier communications and translations are clear, unambiguous and customer-friendly.

Work schedule:

Everyone works from the office in Costa Brava, Girona, a few days a week and remotely part of the week.

40 hours/ week split between 5 days a week (Monday to Sunday), rotating mornings, afternoons and night shiftst.

Permanent contract

Condicions que ofereix l'empresa

Jornada: Jornada completa

Horari: Rotatiu

Perspectiva de la feina: Feina estable

Salari: 16.600€/19000€

Altres dades a destacar: Work schedule:

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Permanent contract

Estudis

És valorable

FP II amb titulació Administratiu i Comercial

Cicles Formatius de Grau Mitjà amb titulació Administració

Idiomes

Català - C1 - Funcional (Valorable)

Castellà - C1 - Funcional (Valorable)

Anglès - C1 - Funcional (Valorable)

Professions de la feina

Agent de transport

Recepcionista - Atenció al client

Recepcionista telefonista

Experiència laboral

És valorable

Essential Skills:

- Knowledge of customer service principles and practices.
- Very strong team worker with a proactive attitude.
- Excellent computer & internet skills.
- Experience in complaint handling.

Nivell d'experiència: Tècnic / Especialista

Anys d'experiència: 2 anys

Altres requeriments

Person Specification:

- Enjoys adrenaline and working under pressure.
- Pleasant, professional telephone manner .

- Excellent communication skills (verbal & written), listening skills.
- Team work, fast decision making, multitasking and problem solving skills.
- Attention to detail.
- Well-organised, dependable, fast-learner and hard working.
- Friendly, patient, empathetic customer-oriented attitude.

Desirable Skills:

- Experience in the tourism industry.
- MS Excel and other Microsoft Off

Empresa

Sector: Hostaleria / Turisme / Restauració

Descripció: Empresa del sector del transport de viatgers