Job Title: Customer Care Executive
Department: Customer Care

The AC Group is currently developing a Customer Care department, reporting to the Head of FIT. This department will be solely dedicated to assist all clients that need to be relocated, only when the accommodation or attractions was booked by AC Group. The main purpose is to assist clients that will travel in the future or are currently on the road. This role also includes handling any complains that may arise post-travel.

The Customer Care team will also be responsible for re-checking all future bookings by contacting relevant suppliers and reconfirming client details.

This role will ideally operate between Sunday to Thursday (from 10 to 18:30) and will hold the emergency phone for selected key clients.

Responsibilities
- Assist all clients whilst they are 'on the road' travelling, by providing support, advice and guidance to all different queries.
- Ensure that for each query, a high level of customer service is delivered and in accordance with each client specific procedures.
- Maintain two different logs (for clients and for agents) so that they are up to date with all post-travel complaints, with main resolutions and follow ups (where applicable).
- Ensure that each query is dealt with a timely, efficient and courteous manner.
- Deal with sensitive issues in a polite and professional manner.
- Minimise any potential loss to the business and reduce costs wherever possible.
- Ensure all customer complaints (post-travelling complaints) are dealt with in a timely, efficient and courteous manner and follow the AC Group Complaints Procedure.
- Monitor and report performance on service and quality commitments.
- Comply with all relevant FIT SOP's for each client.
- When relocating clients, ensure that the book out SOP is adhered to at all times and update the LOSS log.
- Provide relevant information and guidance to other departments across the business when needed.
- Work together with clients, agents and other internal departments to best overcome any challenges encountered, and where necessary, change and improve any current procedures.
- Report all serious complaints to the Head of FIT or FIT Operations Manager, where a refund or discount is necessary.

Daily Duties

- Review the 'Customer Care' inbox and ensure all new emails are acknowledged within 2 hours of receipt.
- If an *'on the road'* client query arise, this must be dealt immediately. The client must not wait longer than 30 minutes for a suitable solution to be offered.
- When handling any hotel relocations (where for example the hotel has rejected our bookings), ensure that the Book-outs SOP procedure is followed.
- Pick up all phone calls within the third ring, and offer an efficient and courteous manner at all times whilst on the call.
- Ensure that both post-travel complaints and LOSS logs are kept up to date
- Ensure that all clients experience the same service level delivered by the customer care team
- Handle all client issues in a timely and professional manner and where necessary, share the issue with the relevant Line Manager
- Ensure that the existing Agent's SOP are followed and adhered to at all times.
- Reconfirm all future hotel bookings, by calling each hotel and obtaining a reference number (7 days prior to the arrival date).

Skills & Experience

- Previous, successful customer care experience (at least one year).
- An empathetic ability to listen and thereafter communicate effectively and articulately.
- A positive outlook with a flexible approach that actively seeks out solutions.
- Excellent telephone, written and oral communication skills.
- Excellent negotiation and decision-making ability.
- Strong attention to detail and high levels of accuracy.
- Organised that can successfully multi-task.
- Highly proficient in IT and a quick learner of new tools and operating systems is essential.
- Customer focused with excellent verbal and written communication skills.
- Previous experience in booking and handling different services for different markets.

To Apply: Please send through your updated CV and brief cover letter to jobs@actours.co.uk…