

Position Description

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| Job Title: | Customer Care Consultant |
| Reporting to: | Customer Care Team Leader |
| Department: | Customer Operations |
| Location (primary): | Cluj, Romania |

Job Purpose.

Managing incoming phone calls, assisting customers with bookings, and providing first call resolution. You will be able to provide our customers accurate information by using the right tools and methods.

Key Responsibilities.

- Manage incoming phone calls, emails from customers & partners
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team targets and email, call handling quotas
- Provide first call resolution
- Keep records of customer interactions
- Take the extra mile to engage customers.

Required Experience and Knowledge.

| Essential | |
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| Qualifications & Knowledge | <ul style="list-style-type: none">• Strong command of the English language• 2nd Foreign Language(Spanish, Italian, Portuguese, German or French)• Basic knowledge of computer skills, software and office systems• Strong phone contact handling skills and active listening• Strong command of the English language |

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| Experience, Skills and Behavioural Requirements | <ul style="list-style-type: none"> • Be able to work flexible across work different shifts (including evenings, weekends, or holidays) • Ability to thrive in fast-paced environment, multitasking while keeping focus on the customer • Excellent listening skills and an empathetic voice and manner • Dedication to customer satisfaction |
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| Desirable | |
| Qualifications & Knowledge | <ul style="list-style-type: none"> • Willingness and ability to take ownership for decisions. • Initiative to achieve the best result. • Travel industry and/or Call Centre experience. • A 'can-do' approach |

About WebBeds.

Launched in 2013, WebBeds is the world's fastest growing B2B travel intermediary, or 'bedbank', providing accommodation and ground product distribution services to the travel industry. We source content from travel suppliers, aggregate and merchandise that content in the WebBeds platform, then distribute it to our global network of travel trade clients, who sell to the travelling public.

Our clients – online travel agencies, retail travel agents, corporate travel managers, tour operators, wholesalers, tourism boards, super apps, DMC's, group providers, airlines and more – access the company's huge global inventory of more than 368,000 hotels (comprising 30,000+ direct contracts, 70+ integrated third-party providers and 60+ major hotel chains) through market-leading, trade-only booking websites or via simple and seamless API connectivity. In addition to hotel product, clients can also book over 5,500 transfer services in 1,200 destinations along with thousands of guided excursions and tickets for attractions.

Our supplier partners – global hotel chains, independent hotels, apartments, resorts, attractions, transfer and sightseeing companies and more – benefit from our global distribution network of over 44,000 travel companies in more than 145 source markets and are supported by a local dedicated point of contact focused on ensuring we deliver value, choice, expertise and an unrivalled level of service.

WebBeds operates global coverage through four geographic regions – Europe, Asia Pacific, MEA (Middle East and Africa) and Americas - with over 1,400 travel professionals working in 50 offices worldwide. WebBeds also operates specialist brands JacTravel DMC and Umrah Holidays International. JacTravel DMC provides tailor-made travel arrangements for offline FIT and groups traveling to the UK, Ireland and key mainland European destinations to the international travel trade. Umrah Holidays International is a genuine pioneer, providing online pilgrimage travel services to travel agencies worldwide.

Find out more about the WebBeds business at www.webbeds.com

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