Position Description Customer Operations Agent

Job Title:	Customer Operations Agent
Department:	Operations Team
Location (primary):	India

Job Purpose.

To handle hotel and supplier queries and other demands received by the Operations Team. To ensure that FIT bookings are converted to closed sales in compliance with set service levels, business targets and standard operational procedures.

Key Responsibilities.

- Managing hotel reservations through our B2B system, this includes but not limited to:
  - Confirm bookings from allotment and free sale.
  - Clear pending bookings.
  - Clear on request bookings.
  - Close cancelled bookings.
  - Provide alternative accommodation for denied bookings.
- Liaise with travel agents (clients) and suppliers/hotels through emails and phone calls.
- Clear emails and answer phone calls within targeted KPI.
- Respond to urgent matters reported by travel agents and suppliers.
- Resolve reservation issues timely and effectively to ensure losses are kept to the minimum
- Liaise with internal departments to resolve customer issues with maximum efficiency.
- Identify and solve system errors and limitations, report to Supervisor and I.T.
- Retain and convert business via providing an upmost level of customer service.
- Attend to post travel issues and ensure it's solved within the timeline given.
- Other administrative and operational duties assigned by superior.

Key Competencies.

- Customer Focus
- Problem solving
- Interpersonal skills
- Communication skill
- Team work
- Planning and organizing skills

Required Experience and Knowledge.

Essential	
Qualifications & Knowledge	• Agree to work in the weekend (Saturday/Sunday) as well as public holiday (on rotation basis) • Experience in an online B2B travel company (preferred) • Must be able to cope working with multiple online systems • Meticulous and detailed oriented • Good communication skill • Required to communicate in English, both writing and speaking • Knowledge of Microsoft office program (Outlook, Word, Excel, One Drive)

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 tailormade 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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