

Position Description. **Customer Service Support Specialist**

Job Title:	Customer Service Support Specialist
Reporting to:	Global CS Manager BI Transformation
Department:	Customer Service
Location (primary):	Targu Mures, Romania
Name of hiring manager:	Istvan Kerekes

Job Purpose.

To effectively manage clients' and partners' (internal and external) enquiries, ensure to keep all the time customer satisfaction at the core of every decision and behavior.

Interact with internal and external clients via phone or email to provide support and resolution on assigned tasks.

A large part of this role will be to manage the tasks coming from:

- The Rezchain product within WebBeds
- Revenue generation items to optimise the profits generated for WebBeds from within the Customer Services division
- Helpdesk tasks related to the Customer Service tools

Key Responsibilities.

- Ensure to complete all assigned Rezchain and revenue generation tasks at the highest standards.
- 1st line support for internal and external clients related to Customer Service tools: customer portal (CSC), ticketing system, telephony system, and any additional support tools
- Acknowledge all enquires and requests received within specified service standard requirements.
- Negotiate effectively.
- Organize information and data. Ability to assemble and maintain data in a logical file system that can be accessed by you or others at any given time.
- Input data into systems and documentation.
- Keep clear evidence of losses occurred due to internal reasons and report to management
- Offer support and guidance to coworkers.
- Be able to work effectively with others and contribute to team task accomplishments.
- Ability to solve problems. Identify root causes by asking the appropriate questions and apply intervention to address them.
- Undertake other tasks and projects as and when required by line manager in line with the main responsibilities.

Additional responsibilities as a Senior (when applicable):

- Coaching and training of team members.
- Offer support to team members and peer
- Support line managers when it comes to scheduling, staff monitoring, reporting.
- Support team and line manager when it comes to case escalations
- Any additional task requested by line manager when it comes to team management.

Level of Financial Responsibility.

- You will have financial authority (up to agreed limits) for decision making in relation to booking rates and potential losses.

Level of Management Responsibility.

- Not applicable

Key Measures.

- Company and departmental performance against targets, objectives and budget
- Achievement of individual objectives (as agreed during induction and appraisal processes)
- Delivery of tasks in a timely fashion and to a high quality
- Feedback from colleagues
- Feedback from clients
- Feedback from supply partners
- Bi-annual performance appraisal

Required Experience and Knowledge.

Essential	
Qualifications & Knowledge	<ul style="list-style-type: none">• Good knowledge of Microsoft office tools (Excel, Outlook, Sharepoint, PPT)• Experience working in a customer facing role• Strong communication, interpersonal and client relationship management skills• Fluency in spoken and written in English• Computer literate. Basic knowledge of computer usage: Windows applications, email and internet. Learn the company internal software use
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none">• Creative and innovative outlook• Acute attention to detail• Highly organised• Analytical and creative problem-solving skills• Strong communicator• Good verbal and written skills• Good commercial understanding• Good negotiating skills• Team working skills.• A “can do” approach.• Ability to organize and plan effectively and to prioritize tasks in order to manage multiple activities and meet deadlines.• Ability to work under pressure and to tight deadlines.• Willingness and ability to take ownership for decisions.• Initiative to achieve the best result.

Desirable	
Qualifications & Knowledge	<ul style="list-style-type: none">• Travel industry experience• Customer Service experience• Fluency in spoken and written in any language other than English• Experience with ticketing and telephony tools• Helpdesk experience

About WebBeds.

WebBeds is the world's second largest accommodation supplier to the travel industry operating its B2B travel business through; Sunhotels, JacTravel, FIT Ruums, Lots of Hotels and Destinations of the World. WebBeds provides our global network of travel trade partners with the choice of 200,000 hotels in nearly 10,000 destinations.

Customers can access this huge choice of inventory, ranging from city-centre international chain hotels to independent beach properties, via market-leading booking websites or an API deployed in hybrid Azure cloud environment and are currently engaged in a series of substantial ongoing development projects. Clients can also access transfer services in 950 destinations, and thousands of tour guide excursions and attraction tickets. WebBeds also provides tailor-made travel arrangements for groups of all sizes covering leisure, special interest, education and MICE.

WebBeds is a subsidiary of Webjet Limited (ASX: WEB) - an ASX 200 listed company operating a leading digital travel business with over AUD\$1.9 billion in total turnover enabling customers to compare, combine and book the best domestic and international travel flight deals, travel insurance and car hire worldwide, alongside the above.

About Rezchain

Rezchain is the hotel distribution industry's first blockchain based booking verification solution allowing companies to share booking data to address mismatched information, allowing to rectify errors in data at the time a booking is made or amended, rather than finding out about booking issues on check in or invoice reconciliation.

Customer can use the simple solution designed to allow any two trading partners to verify that booking data matches by submitting a daily report of all bookings made or amended. Parties are notified if any discrepancies exist that could lead to a dispute, upon which action can then be taken immediately to correct any erroneous data and to mitigate losses. The solution was designed to have very low barriers to adoption as there is no integration or coding required. Participants just need to provide booking data periodically to Rezchain.

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