

Position Description

Job Title:	Customer Experience Consultant
Reporting to:	Customer Experience Team Leader
Department:	Customer Experience (Customer Services)
Location (primary):	Targu Mures, Cluj Napoca, Romania

Job Purpose

Working as part of one of our Specialist Functions within the Customer Services Team this role is focused on handling all past booking queries from our customers and partners. A Customer Experience Consultant should be able to provide support in an effective, cost efficient and customer orientated way ensuring excellent customer service is always delivered.

Key Responsibilities.

- Acknowledge all enquires received within specified service standard requirements.
- Ensure that all requests received are investigated and a conclusion is reached within specified service standard requirements.
- Provide resolutions to cases in an effective and timely manner, maintaining a high level of service.
- Provide resolutions to cases as requested by the companies SLA
- Liaise with hotel partners to resolve all allocated enquiries.
- Update the various booking platforms with email communication, actions taken, relevant documents received, and financial details.
- Update the different back-office systems with email communication, phone communication, actions taken, relevant documents received, and financial details.
- Ensure that customers are updated with the progress made, within specified service standard requirements.
- Follow up and negotiate with hotel partners where losses have been incurred and fault can be attributed to them.
- Accurately fill in the loss report when this is required
- Maintain, improve, and build on relationships with existing/new partners (clients and hotel partners).
- Always follow the Customer experience procedures.

- Always deliver the highest level of customer service.
- Deal with the general administrative duties attached to the role.
- Attend presentations and workshops as requested
- Achieve targets and assist with escalated cases
- Prepare for your monthly meetings and provide relevant topics for each meeting
- To offer general support to the other team members and to other departments if needed
- Maintain and build on relationships with existing customers, and suppliers and build new relationships with customers and suppliers
- Task distribution
- Any other reasonable requests from the Customer Care Team Leader or the department Head.

Key Measures.

- Monthly KPI's and scorecards
- QA scores
- Revalida Quarterly knowledge testing

Required Experience and Knowledge.

Essential	
Qualifications & Knowledge	<ul style="list-style-type: none"> • Experience working in a customer facing role (required) • Fluency in spoken and written English (required) • One other European language (preferable)

Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none"> • Accuracy, research skills and attention to detail. • Stamina and persistence. • Strong communication, interpersonal and client relationship management skills. • Strong negotiating and influencing skills. • Strong analytical skills. • Problem solving abilities. • Team working skills. • Ability to organise and plan effectively and to prioritise tasks 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. • Ability to follow through to a conclusion all tasks dealt with. • Customer orientated. • Ability to organise and plan effectively and to prioritise tasks to manage multiple activities and meet deadlines • Always be open to changes in your day-to-day tasks and procedures
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Desirable	
Qualifications & Knowledge	<ul style="list-style-type: none"> • Travel industry and/or Call Centre experience

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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