

Role title	Holiday Operations Regional Specialist
Reports to	Holiday Operations Team Leader
Working hours	37.5
Location	Whitwell

Role Purpose:

Our primary aim is to deliver the best possible customer service throughout the customer journey and this is the key driver for everyone at Inntravel. The Holiday Operations Team, together with the Holiday Administration & Ticketing Team, implement processes that ensure we provide the holidays and services exactly as they are booked by our customers, e.g. arranging accommodation, transfers, travel and other services, resolving problems and queries on individual bookings with suppliers.

Regional Specialists have detailed operational knowledge of all aspects of our holidays in their specialist area and are able to offer specialist advice to colleagues in response to complex customer queries. They are a key point of contact for suppliers with regard to the day-to-day operation of our holidays, and are responsible for maintaining relationships and resolving problems with them. They participate in the general workflow which secures the holidays and services for our customers. They also assist in updating and maintaining the flow of information necessary to ensure the efficient selling of a programme e.g: monitoring availability and updating the intranet.

There is an emphasis on team-working so that everyone is familiar with holidays across the range and the processes involved in reserving them.

Responsibilities & Tasks:**Customers, Colleagues and Suppliers**

- Provide specialist advice to the Sales Team on products as needed to facilitate the sales process.
- Serve as a primary point of contact and resolution for suppliers with queries.
- Maintain an accurate and up to date record of accommodation availability, and communicate to the business through appropriate channels.
- Any other duty as required by management commensurate with the post.

Work with the Customer Services Team and suppliers to:

- Resolve availability and other day-to-day reservations issues
- Resolve operational issues resulting in the need to make changes to confirmed itineraries prior to the start of a holiday
- Facilitate holiday changes requested by the customer prior to departure
- Resolve any issues arising whilst customers are on holiday
- Ensure accuracy and completeness of all weekly/monthly reports sent to suppliers (monthly arrivals, taxi listings etc.)
- Continually enhance product knowledge through regular communication with the Holiday Development Managers, personal research, attendance at product briefings, and travelling on overseas familiarisation visits
- Assist the Holiday Development Managers with product maintenance tasks as directed

Booking administration

- Create holiday records on the reservations system
- deal with requests and replies for accommodation and communicate with suppliers to ensure we receive timely responses
- obtain confirmation for outstanding holiday elements as they reach their booking horizon
- maintain up to date, accurate and comprehensive records of bookings, and all supplier and inter-departmental communications relating to them, to ensure we are able to provide customers with continuity and consistent information
- issue timely and accurate written confirmation to customers
- Issue part-cancellation documentation for customers.

GENERAL TASKS

- Participate in the Saturday and customer out-of-hours helpline rotas.

Role Scope:

Key Skills

- Good inter-personal skills and ability to develop strong personal relationships with suppliers.
- High level of computer literacy
- Keen eye for detail and an ability to work swiftly and accurately under pressure.
- Ability to apply specialist product knowledge and experience to establish best solutions for customer, whilst also balancing the importance of supplier relationships and the needs of the business

Personal Characteristics

- A genuine ability and desire to provide the highest levels of service to customers and suppliers
- Demonstrates ownership, responsibility & a positive, optimistic "can do" approach.
- Understands what needs to be done & shows drive and determination to deliver.
- Ability to work independently and prioritise multiple tasks in a fast paced environment, whilst also appreciating when to escalate.
- Highly motivated and flexible, willing to work outside 0900-1730hrs norm.

Working Relationships

- Works closely with colleagues throughout the Customer Operations Team, with the Product Team, and the Product Co-Ordination team.

Required Qualifications

- Has verbal and written fluency in a language which is required by the business- one or more of French, German and Spanish.

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Expertise through knowledge and experience
Respect for the places and people we work with
 Embracing **individuality** and **creativity**
Trust through openness and integrity
 Shared **enthusiasm** and **pride** in all we do