

**Direct Reports To:** Supervisor Sally Kalia

Call Centre Manager Maria Ruggiero

**Responsibility Statement:**

Assists and develops Travel Agents to achieve Call Centre metrics and deliver excellent customer service.

Act as backup to sell & service all incoming calls.



**Key Results and Activities:**

- 1.1 Answer and respond to administrative inquiries from, travel agents and internal departments.
  - Review emails and respond to the agent on a timely fashion
  - Call out and follow up with agents on pending files
  - Send FTV's to the agent that are issued and saved on the drive
  - Keep an eye on the Price match mailbox and coordinate with the commercial team
  - Work on Schedule change queue q/**BB50156**, q/**BB50158** & q/**BU311**
  - Send Call back & follow up on Call backs
  - Operation team on queues
  - Commercial team for SPF
  - Work with Tammy for the online booking
    - Add transfers, rebook space if file failed ETC...
  - IT: how to create a ticket, whom to copy, how to track a tkt number and follow up.
    - Make sure all issue is sent to IT and have an open ticket no.
  - Direct Contact Agent for the White Gloves
- 1.2 Identify & solve challenges as required.
- 1.3 Is current on products, services, promotions, procedures, and technologies.
- 1.4 Supervise CCMA and answer calls as required if calls have been waiting over 30mins
- 1.5 Create a positive working environment to ensure motivation and maintain good customer service levels
- 1.6 Maintain continuous and positive relationships with other departments
- 1.7 Answer all calls in a timely, courteous, and professional manner.
- 1.8 Assist in call overflows to achieve targets.
- 1.9 Facilitate and gather input for weekly meetings with agents.
- 1.10 Other duties assigned by management.

**Specialized Knowledge, Skills, Attributes Required**

- Selling experience
- Time management, organizational and multi-task skills
- Communication skills
- Leadership skill

- Respond quickly and effectively under changing condition
- Problem solving & decision-making skills
- Computer skills
- Team player

#### **Academic Qualifications and Experience**

- Min. 2 years' experience in Call Centre environment.

#### **Effort (Physical/Mental Effort)**

- Ability to work in fast paced environment devoting high level of energy to meet pressing deadlines

#### **Working Conditions**

- Shift work
- Call center environment
- Overtime may be required
- Majority of work completed at the reservation's workstation