



## JOIN OUR CREW

**Position:** Live Chat Agent - Omni channels  
**Status:** Full Time  
**Department:** Retail  
**Reports to:** Director, Call Centre  
**Location:** Remote

### The Opportunity

Are you looking for an opportunity to work at a rapidly growing contact center putting customers first? We have the perfect fit! Come work with us at one of Canada's largest travel companies.

We are looking for top sales people who enjoy communicating with customers via Live Chat, offering consultative solutions, supporting business and ensuring our customers have a great experience

### How You Will Be Spending Your Time

- **Resolve Customer Queries:** Provide first-line client support by answering chats, emails, and phone calls effectively and with a sense of urgency. Provide ongoing relationship management with existing and new clients
- **Proactively Engage with the Audience:** identify opportunities to reach out and ask the right questions, identify unique ways to solve problems and offer tailored support.
- **Drive Meaningful Conversations:** set the right tone of the conversation with confidence and helpful responses and support the reservation and booking teams with possible leads
- **Utilize Knowledge of Customer Pain Points:** identify common trigger points for customer issues based on past conversations and research required information using available resources
- **Up-Sell and Cross-Sell Products:** Double-up as a sales channel by providing product and service information to customers and plug in additional products at the right time
- **Coordinate Updates and Improvements:** Document all call information according to standard operating procedures and provide necessary intel to improve business efficiency
- **Document** all call information according to standard operating procedures
- **Identify Possible Website Errors** and report to the IT Team and key stakeholders with urgency

### The Skills, Experience and Requirements You Need to be Successful

- Excellent verbal and communication skills
- Must be TICO certified
- At least 2 years experience in Travel Sales & Service experience
- Knowledge in GDS & travel related booking systems such as (but not limited to) Sabre/Sabre Vacations, Sirev
- Must be knowledgeable on leisure travel and the ability to sell as well as service clients that may have general travel questions and service queries

- Ability to confidently multitask by talking to multiple customers at a time while simultaneously navigating through solutions and troubleshooting problems
- Should be tech savvy and able to navigate live chat software with ease, leverage customer data effectively to provide meaningful support, and do all this fast
- Excellent organizational skill to be able to effectively sort large amounts of information
- Ability to handle stressful situations appropriately
- Exceptional problem solving and prioritizing skills
- Attention to detail, data entry accuracy and speed

### **Who We Are**

Red Label Vacations Inc., a division of the H.I.S. Group, is one of Canada's largest travel companies. Incorporated in 2004, Red Label Vacations owns and operates multiple wholesale and retail travel brands. The retail division; including redtag.ca, itravel2000.com, Sunquest, The Travel Experts, Flights.ca and Cruises.ca; offers diverse products to travelers including destination packages, flights and hotels worldwide, excursions and more. The wholesale travel business, TravelBrands, provides a full range of travel products including air, hotel, car rental, cruise and specialty to travel agents and retail agencies throughout Canada. Red Label Vacations is a comprehensive one-stop shop for agents and travelers alike.

### **Are You Ready to Be a Part of Our Driving FORCE**

Those interested in applying for this role are invited to submit their resume and cover letter to [resume@travelbrands.com](mailto:resume@travelbrands.com). You will be contacted if you are selected for an interview.

Red Label Vacations values diversity in the workplace and is committed to employment equity. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Red Label Vacations will provide accommodation, accessible formats and communication supports for the interview upon request. Should you require any accommodation during the recruitment process or otherwise, please notify us of this via [resume@travelbrands.com](mailto:resume@travelbrands.com) and we will work with you to meet your accessibility needs.