

Customer Support Specialist - Travel Industry

Benefits:

- Company Events
- Bereavement Leave
- Company Pension
- Health & Wellbeing Programme
- Life Insurance
- Referral Programme
- Sick Pay
- Work From Home Flexibility

Key Note:

- Candidates must be fluent in English and submit a full transcript and diploma.
- **Applicants must apply exclusively through the form: [Apply Here](#).**
- **Albanian speakers must provide their full diploma and transcript in English as clear, scanned files.**

Salary:

£20,000 - £35,000 per year

The Opportunity:

Join our dynamic team as a **Customer Support Specialist** and play a vital role in a fast-paced, exhilarating environment within the travel industry. This is an ideal position for individuals passionate about customer service and eager to make a significant impact in the travel sector.

Core Responsibilities:

- Handle inbound and outbound calls, assisting customers and travel agencies with travel-related inquiries and reservations.
- Manage itinerary changes in collaboration with vendors and suppliers.
- Use sales techniques to offer upgrades and enhance customer experiences.
- Monitor shared inboxes and respond to queries through our website and email.

- Ensure reservation accuracy, log discrepancies, and notify management.
- Address and resolve post-travel customer issues as part of our **Customer Care Team**.
- Confirm special requests and room bookings with suppliers.
- Support the **Operations Department** with various tasks.
- Manage ticketing processes, including exchanges, refunds, and schedule changes.
- Process documents and maintain effective communication with customers and suppliers.
- Research and propose alternative accommodations in response to schedule changes and passenger requests.
- Perform additional duties as required, contributing to team efforts.

Qualifications:

- Graduate or Postgraduate degree taught in English.
- Exceptional customer service and communication skills.
- Strong organizational and problem-solving abilities.
- Prior experience in the travel industry or customer service (preferred).
- Ability to multi-task and meet tight deadlines.
- Computer literacy, particularly in Microsoft Office.
- A keen focus on accuracy and quality.

Job Type:

- Full-time

Schedule:

- Monday to Friday
- Weekend Availability

Supplemental Pay Types:

- Bonus Scheme

Experience:

- Customer Service: 1 year (preferred)

Work Location:

- Remote

 **Applications must be submitted only via the following form: [Apply Here](#). Other application methods will not be considered.**