



person specification

Job title: Customer Service Administrator

Reports to: Customer Service Supervisor

Job purpose:

To provide effective administration support to the Adventure UK team. Managing all customer administration, aiding the Customer Service Advisors in providing a high level of customer service in order to meet customer' needs, and secure return business year on year.

Key responsibilities:

1. Effectively manage all pre-travel administration for PGL's Adventure UK centre bookings

- Effectively manage all day to day, weekly and monthly administration tasks
- Send accurate customer documentation within pre-set deadlines
- Process refunds on bookings where necessary and maintain the refund spreadsheet for sign off by supervisor
- Monitor and manage waitlist requests, and communicate progress with the Customer Service Advisors/Sales Executive
- Ensure transport is submitted correctly via the internal reservations systems
- Process inbound customer documentation and ensure relevant colleagues/departments are aware
- Maintain accurate administrative and financial records on each booking, updating the computer-based systems accordingly.
- Action administration and documentation requests from the Sales Executives
- Efficiently manage workload and prioritise tasks appropriately, using resources available
- Raise invoices, ensuring the documentation has relevant and accurate information and send to customers
- Proactively provide accurate and timely information about groups and their bookings to centres and other departments/colleagues as required
- Ensure clear two-way communication is maintained between yourself and the Customer Service Advisors to ensure a smooth customer journey is achieved

2. Develop an in-depth knowledge of your customers and the centres they visit. Work with your colleagues to ensure all customers' needs are met

- Build an understanding of who your customers are and what pressures they are under
- Take part in team building events and centre visits to keep knowledge up to date
- Work closely with centre colleagues to ensure all customer needs are communicated and met
- Work closely with the Customer Service Advisors to ensure booking administration is maintained accurately and information is sent to customers in a timely manner

3. Proactively manages self

- Actively look to improve working ways and promote a culture of continuous improvement
- Adopt a positive attitude to change, ensuring business needs are prioritised and met
- Manages own time and workload effectively to focus on best value activities



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- Review own performance and skills against the needs of the role. Actively seeking opportunities for development

Other responsibilities:

- To work closely with and support your colleagues in the Customer Service Advisor role to ensure a smooth customer journey is achieved.
- Support your colleagues in the Customer Service Advisor role, and take on additional tasks as and when required due to sickness, annual leave etc.
- To ensure that at all times you adhere to PGL policies and procedures

Job title: Customer Service Advisor**Reports to:** Customer Service Supervisor**Relevant experience:**

| | Essential | Desirable |
|--|-----------|-----------|
| Have a clear idea of what exceptional customer service is and provide it on a daily basis | ✓ | |
| Keeps calm under pressure | ✓ | |
| Strong personal organisation skills – ability and experience of effectively prioritising workloads and multi-tasking | ✓ | |
| Experience of working in an administration role | ✓ | |
| Excellent oral and written communication skills | ✓ | |
| Computer literate with experience of Word and Excel | ✓ | |
| Keen attention to detail | ✓ | |
| The ability to work unsupervised and as part of a team and to adhere to strict deadlines | ✓ | |
| Experience of dealing with customers via telephone and email | | ✓ |
| Previous experience of working with schools and groups or within other travel industry sectors | | ✓ |

Key competencies:

| Competency statement | Competency Area |
|---|-----------------|
| Takes responsibility for the delivery of an exceptional customer experience | |
| Develops and maintains effective relationships with others | |
| Communicates appropriately and effectively with others | |



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|---|--|
| Accepts responsibility and accountability for own performance and areas of responsibility | |
| Makes sound decisions based on knowledge, experience and available information | |
| Understands the business context for change and works to ensure that it is successful | |
| Embraces innovation. Considers new or innovative approaches and solutions | |
| Manages own time and workload effectively to focus on best value activities | |
| Shows integrity in own work, and in dealings with others | |

Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of the role, centre based staff and certain Head Office staff employed by PGL are required to obtain satisfactory enhanced disclosures from the Disclosure and Barring Service (DBS) or a Protection of Vulnerable Groups Check (PVG), which PGL will pay for. Additionally, all PGL staff will need to have received satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.