

PGL Beyond Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Job Title: Customer Service Advisor

Reporting to: Customer Service Supervisor

Main purpose of the role

To effectively manage PGL's Adventure UK customer journey, by providing a high level of customer service to meet customers' needs, and secure return business year on year.

As part of PGL Beyond you'll be creating unforgettable learning and adventure experiences that make a real difference to the lives of young people. Our incredible team has always been the secret to our success. Our people are our future and we take great pride in matching your hard work with a promise to look after you and your career.

Responsibilities

Effectively manage all pre-travel communication for PGL's Adventure UK centre bookings

- Effectively manage all communication with customers by email & telephone
- Ensure customers are aware of, and assisted in meeting all deadlines for the return of essential information
- Maintain accurate administrative and financial records on each booking, proactively verifying booking details throughout the booking process and updating the computer-based systems
- Efficiently manage workload and prioritise tasks appropriately, using resources available
- Provide accurate and timely information about groups and their bookings to centre colleagues and other departments/colleagues as required
- Handle telephone calls, correspondence and associated administration for schools and group bookings in an efficient and timely manner.
- Help customers in ensuring payments are received on time, including chasing overdue payments

Maximise opportunities to grow our business by securing repeat bookings and providing a high level of customer service

- Make regular appropriate contact and build positive relationships with Party Leaders to ensure repeat bookings
- Proactively seek repeat business from existing customers during contact with them prior to travel, at every suitable opportunity within departmental guidelines
- Ensure every customer is offered the opportunity to rebook their preferred future dates in advance of travel on their current booking
- Meet & strive to exceed expected rebooking & customer service targets
- Identify and overcome re-booking barriers, offering innovative solutions

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- Use our CRM system effectively to maintain accurate electronic records for each customer and communication with any potential customer
- Address customer feedback in a timely manner and identify and communicate opportunities to make improvements to customer service supervisors
- Assist in first line handling of complaints

Develop an in-depth knowledge of your customers and the centres they visit.

Work with your colleagues to ensure all customers' needs are met

- Gain a thorough knowledge of our product in order to fully grasp the needs and requirements of our customers.
- Build an appreciation 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 Administrators to ensure booking administration is maintained accurately and information is sent to customers in a timely manner
- Assist the wider PGL team by acting as the first point of call for questions about your centre/customers

Proactively manages self

- Actively looks to improve work ways and promotes a culture of continuous improvement
- Adopts a positive attitude to change. Recognises that change is necessary.
- Manages own time and workload effectively to focus on best value activities.
- Reviews own performance and skills against the needs of the role. Actively seeks, and participates in, opportunities for development

Other responsibilities

- To work closely with and help your colleagues in the Customer Service Administrator role to ensure a smooth customer journey is achieved.
- Assist your colleagues in the Customer Service Administrator 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

Useful Information

Our Customer Service - UK Groups function is transforming to better position us to assist the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties, it is not intended to be exhaustive and it is anticipated that the contents will change over time whilst remaining within the broad remit of the role.

Right to Amend

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

Visits to centres

It may be required for you to visit PGL centres around the UK as part of the role and this may involve overnight stays and participation in some activities.

Overtime & Annual Leave

During peak times late working may be required and time will be given back in lieu during quieter periods.

There may be periods of the year where we will be unable to approve annual leave due to business demands.

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.

Person Specification

Education, Experience & Achievements	Essential	Desirable
Experience of dealing with customer complaints		✓
Previous experience of working with schools and groups or within other travel industry sectors		✓
Experience of dealing with customers via telephone and email	✓	

Skills & Knowledge	Essential	Desirable
The ability to work unsupervised and as part of a team and to adhere to strict deadlines	✓	
Keen attention to detail		✓
Computer literate with experience of Word and Excel	✓	
Excellent oral and written communication skills	✓	
Confident and helpful telephone manner	✓	
Strong personal organisation skills – ability and experience of effectively prioritising workloads and multi-tasking	✓	
Keeps calm under pressure	✓	

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Have a clear idea of what exceptional customer service is and provide it daily	✓	
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Personal Attributes	Essential	Desirable
Delivers an exceptional customer experience	✓	
Embraces innovation. Considers new or innovative approaches and solutions	✓	
Understands the business context for change and works to ensure that it is successful	✓	
Makes sound decisions based on knowledge, experience and available information	✓	
Accepts accountability for own performance and areas of work	✓	
Communicates appropriately and effectively with others	✓	
Develops and maintains effective relationships with others	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check	✓	

Additional information

Environmental & Social Governance (ESG)

You are required to uphold and champion our Better Beyond Adventure Environmental Social Governance strategy whilst assisting our B Corp certification.

This requires personal, departmental and company-wide level participation through ongoing engagement in discussions and decision-making around ESG, upholding company and department ESG goals and targets in your role as an ally.

Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to understand how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing
- Playing our part

And by delivering our BBA goals you will also be assisting our B Corp certification and role modelling our PGL Beyond values.

Equal Opportunities/Safeguarding

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We pride ourselves on hiring the best people, and recognise the importance and benefits of a diverse and inclusive team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern.

Our Values

Our company values of teamwork; quality; safety; respect; inclusivity and fun define our beliefs, and underpin everything we do. Though simple on the surface, when combined, these values create the exceptional experience that sets PGL apart for both our guests and colleagues.

'Lend a Hand'

Lend a Hand provides a valuable opportunity to gain insight into the fantastic work that our PGL centre colleagues are doing every day. During our Lend a Hand weeks, members of our Support Centre teams take time out of their normal routine to work on Centre in areas such as Catering and Housekeeping, enabling us to work closely with colleagues we don't usually work alongside in a job role other than our own, whilst also providing valuable help to our centres at times when they need it the most.

Right to amend

The company reserves the right to amend the job description in consultation with the colleague to reflect changes in the role.

Job description updated on 04/07/2024.