



In-Destination Client Specialist/Reservations Specialist

Job Description

The position is an in-destination client specialist/Operations admin. This role will be responsible for assisting our clients while they are in-destination with any concerns and/or issues which may arise (seasonal, typically March-October). The purpose of this part of the role is to enhance our customer service experience and offer peace of mind to our clients during the hours in which our United States office is closed. Additionally, when there are not any clients traveling or any issues, the role will assist our Operations Manager in our reservations department with administrative tasks with regards to new and existing reservations.

Responsibilities

- Field calls from clients and answering any emergency questions
- Take action where needed to resolve any in-country emergencies with local suppliers
- Relay all details of emergencies to the appropriate manager and teams in US for follow-up
- Assist Operations Manager with administrative tasks in reservations
- Collaborate with local suppliers to ensure smooth arrival of mutual guests
- Working hours are 8am-5pm GMT (hours based on UK/Ireland/Iceland time zones); shifts are three days a week, and either 8am-12:30pm OR 12:30pm-5pm 1 day a week (totaling 28 hours weekly).
Shift pattern Sun-Wed or Wed-Sat

Requirements and skills

- Proven work experience in customer service
- Ability to easily learn in-house booking and reservation systems
- Proficiency in English; knowledge of additional languages is an advantage
- Strong communication skills, both verbal and written; ability to relay information appropriately
- Savvy with technology
- Ability to present, persuade and communicate effectively
- Ability to take initiative with clients and suppliers
- Demonstrable ability to handle crises and provide reassurance to clients
- Degree and/or work experience in Hospitality, Travel, Tourism, Business or relevant field is preferred
- Local knowledge preferred of our relevant destinations (Ireland, UK, possibly Iceland)