



**Role Title:** Operations Executive

**Department:** Coop Holidays

### About the role

The purpose of the Operations Executive is to support the day-to-day operation of Coop Holidays completing administrative tasks efficiently within deadlines and dealing with any potential issues for customers should they arise. Always willing to provide unrivalled customer service and remain calm in crisis.

### What you'll be doing

- Receive operational and admin enquiries from both B2C and B2B customers **d**ealing with them efficiently.
- Provide unrivalled customer service by continuously going the extra mile.
- Inform suppliers in resort where any issues arise, or changes are required.
- Check all bookings and compile important travel documents prior to customers traveling, ensure all information is correct.
- To inform customers of any changes such as schedule changes, effectively and efficiently when they occur.
- Finding solutions and/or suitable alternative for bookings where original requests may not be possible.
- Supporting your customers with on trip questions, amendments and issues.
- Answering general product and questions from Travel Agents or the General public on customers bookings
- To manage all elements of bookings made via system/websites to ensure all components booked accurately such as flights, hotels and transfers.
- Maintain accurate records of all correspondence with supplier or the customer.
- Actively participate in training to enhance knowledge and personal development.

### About You

- Some experience in travel desired
- Experience in customer service or administration desired
- Customer focused
- Calm under pressure
- Experience in working for membership-driven organisation desirable
- Comfortable working independently and as part of a team
- Confident communicator via multiple communication channels

Last Updated: (Name & Date)

## Scope

Reports to: Reservations & Operations Manager

Direct reports: None

Manages budgets: No

Contacts (internal/external):

Internal; Coop Holidays, Marketing, Consortium, PTAs, Retail, Cooptravel.co.uk, finance

External; 3<sup>rd</sup> Party suppliers, Society Members, Customers