

Taleo Role Profile & Person Specification

Description:

Job Title: Transfer Representative

Department / Business Area: Overseas

Location: Overseas

Overview of Main Responsibilities and Duties:

- To professionally and efficiently accompany customers to/from the airport in any specific destination.
- To ensure all Thomas Cook Health and Safety requirements are met in relation to transfers.
- To assist Overseas Representatives in "Welcome Introductions" in resort when required.
- To deliver exceptional customer service in every given opportunity in order to achieve the customer service and CSQ targets given by the gateway management.
- To accurately complete paperwork relating to transfers in accordance with company guidelines and resort timeframes.
- To establish a friendly, respectful relationship with all suppliers to Thomas Cook.
- To guide both day and night events as required.
- To secure company money by ensuring that Thomas Cook cash handling procedures are followed.
- To escalate all issues and incidents to a member of the senior team in resort.
- To assist customers with any lost/delayed luggage queries.
- To provide assistance to Overseas Representatives when required to do so.

People Skills

- Good communication skills and the ability to converse with customers.
- The ability to work as part of team or independently.
- The ability to listen responding sympathetically to customers requests/needs.
- An enthusiastic positive personality.

Decision Making Skills

- The initiative to escalate issues and incident to the senior management team.
- The ability to resolve operational problems.

Development Skills

- A willingness to learn and participate in any given training.

Person Specification ;

Presentation:

Essential:

- Smart appearance.
- Good communication skills.
- Professional disposition.
- Professional and courteous manner.

Education and Qualifications:

Essential:

- Educated to GCSE Level (or equivalent).

Desirable:

- A basic knowledge of a foreign language.
- A formal qualification in Travel and Tourism.

IT Skills:

Essential:

- A good level knowledge regarding Microsoft Office, Word and Excel

Experience and Track Records:

Essential:

- At least 1-year experience working in a customer focused environment.
- A high level of numerical skills.

Desirable:

- A good level of knowledge of the Travel Industry.
- Previously worked overseas for Thomas Cook.

Personal Qualities:

Essential:

- Self-motivated.
- Ability to solve problems.
- Flexible.
- Dedicated.

A key requirement of all Overseas staff is to be 100% flexible. We operate to over 70 destinations around the world and new staff will be placed once recruited.