

Job Description

Job Title:	Complaints Handler
Reports to:	Customer Support Manager
Employee Responsibilities:	None
<p>Main Purpose of Job:</p> <p>We are passionate about delivering brilliant holidays and excellence to our customers and owners alike. However, as hard as we try, we do receive some forms of dissatisfaction about the service we have provided or regarding a property which a guest is staying in.</p> <p>The main purpose of this role is to investigate and resolve customer and owner complaints. You will do this using multiple channels including phone, email, live chat and social media.</p> <p>You will work within a supportive team environment and be trained to effectively handle all of the reasons why a customer may contact us so you can support them, whatever their reason for getting in touch.</p> <p>If you're passionate about delivering excellent customer service and resolving problems, then this could be the ideal job for you!</p>	
<p>Main Responsibilities:</p> <ul style="list-style-type: none"> • Deliver a fantastic customer experience in line with our principles. • Investigate and solve customer and owner issues in a responsive, sensitive, calm and professional manner using a range of communication channels including phone, email, live chat and social media. • Negotiate with customers and owners on how to resolve issues. • Use and update systems to maintain accurate records. • Work with other departments such as Reservations, Property Management and Managed Services to resolve and investigate complaints. • Have flexibility to perform other duties, as and when required, to ensure the smooth running of the organisation and to meet the needs of the business. 	
<p>Our Customer Service principles</p> <ul style="list-style-type: none"> • Take ownership of any problems and understand what a customer truly needs, then get to a resolution as quickly as possible. Nothing should be too much trouble. • Use friendly language (no jargon). • Treat our customers the way we would want to be treated ourselves; always try to help and resolve. • If something could be improved or done better, raise it and own it. 	
<p>Desirable experience but not essential:</p> <ul style="list-style-type: none"> • Previous complaint handling experience <p>Required behaviours and skills</p> <ul style="list-style-type: none"> • Excellent interpersonal skills • Strong negotiation and Influencing skills • Excellent attention to detail • Self-confidence to challenge 	

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- Be able to understand and approach difficult conversations in a diplomatic way
- Ability to empathise with the customer and understand their circumstances
- Ability to remain calm under pressure, especially during busy periods

Benefits

- 25 days paid holiday plus bank holidays
- £300 paid towards a holiday of your choice
- Paid day to volunteer with a charity of your choice
- Friends and family discount scheme
- Company Pension Scheme
- Life assurance for your peace of mind
- Regular social and team events
- Employee rewards
- Cycle to work scheme
- A fun and inclusive working environment