



Title	Guest Relations Advisor
Group	VAA
Location	Based at Brisbane, but may be required to work and/or be based at other locations.
Classification	1C
Employment	Full Time

Virgin Australia

Virgin Australia Group is a major Australian airline group that operates domestic and international regular passenger services, charter and cargo services and the loyalty program Velocity Frequent Flyer. It is proud of its reputation for exceptional customer service.

The Group employs around 9,500 people in Australia, New Zealand, the United States and the United Kingdom. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialties to join our award winning team.

Virgin Australia Group team members are passionate believers in better. When we live our shared values of Heart, Spirit, Imagination and Collaboration, we can do things that most people would think impossible.

As a result every person that we come into contact with; our guests, our customers, our colleagues and the community will feel and experience better outcomes, based on the interactions we have with them.

Reporting lines

Reports to	Leader, Guest Relations
Direct reports	n/a

Accountabilities

Key role accountabilities	Please modify and supplement to provide additional context
	Deliver proactive service recovery calls to customers in response to disruption, in line with
	Enter accurate compensation data input and reporting within the Case Management Systems & Third Party Systems within department budget
	Ensure all customer related issues are responded to and handled in line with policies and procedures

Key competencies

<i>Delight Customers</i>	Displays a passion for delighting both internal and external customers Seeks to understand customer needs by actively listening to their thoughts and concerns Follows through on commitments to customers (internal and external) Uses digitally enabled technology to delight customers
<i>Communicate and Engage</i>	Engages with others, clearly conveying information and facts Participates in 2-way conversations, listening and discussing issues credibly and thoughtfully Clarifies own understanding and embraces alternate views
<i>Connect and Partner</i>	Builds trusting, cooperative partnerships, supporting others in challenging situations Embraces collaboration and connection beyond organisation boundaries Actively seeks opportunities to partner with others to achieve extraordinary outcomes Checks and aligns own work with team goals
<i>Embrace Change</i>	Welcomes change and remains positive in the face of ambiguity Seeks information to understand change and impacts Demonstrates a change mindset, flexibility and openness
<i>Innovate and Improve</i>	Identifies and contributes ideas for improvement Is curious and open-minded to new ideas, perspectives and approaches Understands the need for Group to be innovative and drive business improvement Is curious about opportunities in data analytics to suggest improvements in processes
<i>Diversity of Thinking</i>	Embraces diversity and is responsive to different experiences, perspectives, values and beliefs Respects differences and seeks to understand diverse perspectives Voices opinions and new ideas freely
<i>Strategy and Direction</i>	Achieves objectives within own job area to deliver results aligned to the Group's strategy Promotes team understanding of Group's purpose and strategy and contribution of work to the Group's direction Considers whether short term goals support long term objectives

<i>Drive Business Outcomes</i>	Shows energy, enthusiasm and initiative for achieving goals Seeks guidance and support to address obstacles and achieve set goals Plans work to deliver within expected timeframes
<i>Motivate Self and Others</i>	Understands and values the skills, knowledge and experiences that others bring Integrates feedback and takes responsibility for achieving own goals Demonstrates a high level of personal motivation to learn

Qualification and experience

Perform tasks/assignments which require knowledge of the work area processes and an understanding of how they interact with other related areas and processes.
Requires about 2 - 5 years of technical experience
Requires about < 2 years of managerial experience