

Priority Assistance Desk agent – Virgin Australia Holidays

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| Level | GCC EBA – Advanced Agent Level | Location | Brisbane Head Office |
| Department | Virgin Australia Holidays (GCC) | Division | Direct Channels & Marketing |
| Group | Virgin Australia Airlines | Direct Reports | NA |
| Reports to | Virgin Australia Holidays Team Leader | Manager once removed (MOR) | Leader, Customer Service (GCC) |
| Created | July 2017 | Updated | |

Virgin Australia Vision

We will 'champion better' by delivering 'The World's Most Rewarding Travel Experience'.

Virgin Australia Holidays - Who are we?

As the holiday program of Virgin Australia, we are the leisure brand and distribution arm providing the platform for leisure customers to book holiday arrangements. Customers seeking leisure getaways can book Virgin Australia and partner flights along with any extensive range of land arrangements, including hotels, resorts, car hire, insurance, tours, transfers activities and events.

Goals

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|----------------|---|
| Role Summary: | <ol style="list-style-type: none"> 1) To provide exceptional post sales service and sales support to the VAH Guest Contact Centre. 2) This includes booking administration, back office and fulfilment functions related to all new and amended bookings, with Suppliers and Customers for VAH and affiliate websites. 3) To act as a champion of better, to embody our VA values of heart, spirit, collaboration and imagination. |
| My Department: | To be a centre of holiday experience excellence, in delivering customer service and operational efficiency. |

Expertise

| | Must have | Great to have |
|-----------|---|---|
| Knowledge | <ul style="list-style-type: none"> Basic to intermediate knowledge of Microsoft Office applications. Global Distribution System (GDS) knowledge (preferably Galileo) | <ul style="list-style-type: none"> Advanced computer skills Knowledge loyalty programs and loyalty management systems |
| Skills | <ul style="list-style-type: none"> GDS Skills Excellence in customer service Ability to work well under pressure Ability to complete tasks accurately and on time Ability to work in a busy and challenging environment Highly developed verbal and | <ul style="list-style-type: none"> Advanced GDS Skills |

| | Must have | Great to have |
|------------|--|---|
| | <ul style="list-style-type: none"> written communication skills ▪ Proven decision making skills ▪ A practical approach to problem solving ▪ Excellent attention to detail ▪ Ability to work collaboratively within the team but can operate autonomously | |
| Experience | <ul style="list-style-type: none"> ▪ Minimum 2 years travel industry experience as a travel agent or travel administrative role ▪ Full knowledge of Microsoft Word/Excel ▪ Previous experience dealing with suppliers such as hotels, car, tour and airlines ▪ Strong communication skills and attention to detail ▪ Ability to be flexible and work within a team and also independently and effectively in a fast pace and changing environment | <ul style="list-style-type: none"> ▪ Experience in travel or loyalty customer service is preferred ▪ Basic understanding of airline and travel industry ▪ Sales experience |

Key Accountabilities

| Accountability | Major activities |
|---|---|
| Apply Customer Service Principles to all interactions | <ul style="list-style-type: none"> ▪ Offer helpful and efficient service to assist effectively ▪ Ask appropriate questions to ascertain needs ▪ Demonstrate a willingness to assist and take appropriate actions to solve all actions |
| Financial responsibilities | <ul style="list-style-type: none"> ▪ Ensure relevant fees and charges are added to bookings when required |
| Customer and VAH Guest Contact Centre agent support | <ul style="list-style-type: none"> ▪ Provide 2nd level support to the front line selling team and handle guest escalations as required ▪ Process any back office transactions including payment, guest customer credits to bookings as required ▪ Act as second level support to the contact centre agents for customer issues, system questions, process questions, supplier queries and liaise with technology and product teams as required ▪ Confirm and finalise ad hoc bookings |
| Back Office | <ul style="list-style-type: none"> ▪ Manage new incoming booking queues, emails and faxes for all new/changed bookings and manage supplier fulfilment via email/phone. Perform fraud verification on bookings ▪ Liaise with guests, suppliers and extended Virgin Australia Holidays product team to manage bookings which become unconfirmed due to system issues or force of nature events ▪ Update systems to reflect booking confirmations and send customer |

| Accountability | Major activities |
|-------------------------------|--|
| | <p>communications including new itineraries and vouchers are required for their holiday</p> <ul style="list-style-type: none"> ▪ Maintain supplier operations communications via the tour operator platform or external spread sheets as required ▪ Ensure bookings are completed properly to ensure compliance with system and financial procedures. Work through with stakeholders to ensure corrections are made ▪ Conduct initial fraudulent booking verifications in line with guidelines and escalate as required ▪ Process refunds ▪ Maintain airline BSP and non-BSP ticketing for sporting, exhibition and theatre events ▪ Provide relief product loading and maintenance responsibilities in the tour operator system as relief to the Product Coordinator ▪ Provide administration support to the GCC team leader, sales consultants, product teams, finance teams and technology areas of the business |
| Product and Process Knowledge | <ul style="list-style-type: none"> ▪ Build and maintain thorough knowledge of Virgin Australia Holidays' products and services, and seek clarification where required ▪ Refer to and consistently apply correct company policies and procedures ▪ Manage expectations regarding company policies and Virgin Australia Holidays T&Cs |
| Teamwork | <ul style="list-style-type: none"> ▪ Work collaboratively with peers and leaders to learn, solve problems and improve service provided to customers ▪ Proactively build relationships with internal and external parties, including other VAH GCC teams and other stakeholders and departments ▪ Participate and contribute ideas to team meetings and activities ▪ Work with team members to share information |
| Administration | <ul style="list-style-type: none"> ▪ As requested |

Competencies;

are relevant to every Virgin Australia team member.

Please refer to the Virgin Australia Behavioural Guide for further detail specific to your position.

- Continuous Improvement and Strategic Focus
- Critical Thinking and Analysis
- Organisational and Social Commitment
- People and Leadership
- Personal Awareness and Effectiveness
- Service Delivery
- Vivacity

Key Interactions

| | |
|----------|---|
| Internal | <ul style="list-style-type: none"> • Virgin Australia Holidays, VA GCC, Call and Resource Planning, IT, Team Leaders, Guest Relations, Airport staff |
| External | <ul style="list-style-type: none"> • Virgin Australia Holidays Suppliers and Partners • Travel agents |

Major Challenges

You will work with resilience, imagination and flexibility to balance the needs and expectations of our customers while being mindful of operational requirements, system limitations and business policies.

Our Expectations

You are expected:

1. To be the ultimate Virgin Australia ambassador through living, breathing and promoting the Virgin Australia Values – Caring, Excellence, Individuality, Resourcefulness, Innovation, Enthusiasm and Integrity.
2. To demonstrate our Purpose, Values and Behaviours; Act with integrity, be decisive, Act quickly, Listen to Guests and team members and Take responsibility.
3. To comply with and actively support all position, department and company policy and procedures
4. To be a team player – supporting a one in all in approach and a first to know, best to deal with
5. To demonstrate our Safety First philosophy – First to find, first to fix! Ensuring that you keep our workplace fair and safe – free of all forms of discrimination and harassment and free from injury and incident.
6. To engage the very best of your personality and enthusiasm and create memorable, positive and fun experiences for all.

Purpose, Values and Behaviours

Champion of Better

- looks for ways to champion better

Heart

- is genuine, caring and kind
- respectful and sincere
- authentic

Spirit

- displays energy and positivity in the workplace
- overcomes challenges and encourages others to do so
- shows personality in the workplace
- open and honest with your colleagues
- takes ownership

Imagination

- uses creative thinking to solve problems and source new solutions
- gets curious and asks the right questions
- seeks opportunities and offers help
- learns from constructive feedback for self-improvement

Collaboration

- works together and engages with team
- shares experiences and learns better ways of 'doing'
- open to opinions and assertive with responses