Guest Contact Centre Priority Assist Agent – Virgin Australia Holidays

Virgin Australia Holidays is the holiday program of Virgin Australia. The holiday program is the leisure brand and distribution arm of Virgin Australia providing 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.

Role Summary

Provide post sales customer service/sales support to the Guest Contact Centre (GCC), booking administration, back office and fulfillment functions related to all new and changed bookings with suppliers and customers for Virgin Australia Holidays (www.virginaustraliaholidays.com) and its affiliate websites.

Accountabilities and Key Metrics

Accountability	Major activities	Key Metrics
1. Operational	**Guest and GCC Agent Support** • Provide 2nd level support to the front-line GCC agents and handle guest escalations 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** • Manage new incoming booking queues, emails 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 communications including new itineraries and vouchers are required for their holiday.	.

Accountability	Major activities	Key Metrics
	• 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, . • 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, GCC agents, product teams, finance teams and technology areas of the business.	

Expertise

	Must have	Great to have
Knowledge/qualifications	• Ability to complete tasks accurately and on time • GDS preferably Galileo • Ability to work in a busy and challenging environment • Highly developed verbal and written communication skills • Proven decision-making skills • A practical approach to problem solving • Excellent attention to details • Good level of computer literacy • Ability to work collaboratively within the team but can operate autonomously	

	Must have	Great to have
Experience	- 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 independently and effectively in a fast pace and changing environment	