|  |  |
| --- | --- |
| **Title** | Customer Experience Officer |
| **Department** | Customer Journey |
| **Location** | Melbourne |
| **Employment** | Full Time |
| **Reports to** | Manager Customer Relations and Compliance |
| **Direct Reports** | Nil |

As part of the Virgin Australia Group, we pride ourselves in being **Champions of Better** in all that we do. Tigerair Australia has one main goal of being the budget airline of choice for all Australians and remains firmly committed to delivering the best in terms of safe, affordable, reliable air travel with friendly service. This purpose and our values guides our behaviour, and applies to every aspect of our business.

**Role overview**

The Customer Experience Officer is responsible for:

* supporting various stakeholders with all decisions affecting the customer’s journey; and,
* helping others, solving problems and ensuring the best outcome to deliver a memorable journey for our customers.

**Key result areas**

1. **Customer service**

Manage of all aspects of passenger service recovery in the event of flight disruption and cancellations, in line with standard operating procedures and compensation guidelines.

1. Offer exceptional customer service to support the Operations Control Centre, Frontline Team and Offshore Reservations Team with all decisions affecting the customer journey to ensure a seamless customer experience;
2. Achieve operational and customer satisfaction KPIs;
3. Ensure the effective resolution of complaints ensuring an optimal customer experience, including review of compensation claims within empowerment guidelines;
4. Ensure company standards are maintained in the communication of flight delays and cancellations to both passengers and internal stakeholders;
5. Review of claims for reasonably foreseeable costs under Australian Consumer Law (ACL) and Consumer Guarantees. Ensure Reasonably Foreseeable Costs Guidelines are adhered to, with all claims outside of guideline to be escalated for review and approval.
6. Immediate escalation of any correspondence received from regulatory bodies or any complaints impacting the Tigerair brand or regulatory compliance. Complaints to be escalated to the Manager of Customer Experience and Compliance for review and response.
7. Provide guidance to customer services teams with regards to service recovery and response to customer feedback (review of compensation within empowerment guidelines), ensuring escalation protocols are followed, where required;
8. Verification and processing of refunds and HOTAC requests, as per compensation and empowerment guidelines.
9. Coordinate passenger and crew accommodation and transportation, as required
10. Manage all duty travel bookings, from flight reservations to accommodation and transportation requirements
11. Support the day to day operations of the Customer Experience team
12. It is a responsibility of all Customer Experience Officers to ensure standard operating procedures are followed, a safe workplace is maintained, and company values, policies and goals are achieved by all.

**Key behaviours**

1. **Uphold Tigerair values**

Exemplify the Tigerair brand values in interpersonal dealing across the business.

* 1. Uphold Tigerair’s core values of Safety First, Respect, Integrity, Can Do Spirit and Innovation in all activities and interactions within and outside the company
  2. Collaborate and liaise with others to achieve Tigerair and Virgin Australia Group’s goals and outcomes.
  3. Demonstrate targeted communication across the management team and departments.

1. **Embody the Tigerair leadership standard**

Demonstrate the Tigerair and Virgin Australia Group leadership behaviours to help us change aviation for good.

1. Passionately Tiger! – be yourself and go together, work hard and dream big!
2. Desire to be better – we make life better for colleagues, customers and the community.
3. Collaborates – we’re better when we’re working together.
4. Inspires team – we capture the hearts and minds of our people to contribute at their fullest potential.
5. Creates future – we create the future today.
6. Drive results – we take ownership, holding ourselves and others accountable: screw it, let’s do it.
7. **Commitment to health and safety**

It is a requirement that the airline implements a Safety Management System (SMS). Every employee at Tigerair has a responsibility to follow the SMS and focus on safety performance and individual WHS. This process is designed to provide as high a level as possible of safety and safety assurance to all Company stakeholders. It is your responsibility to:

1. Be aware of your individual accountabilities associated with the position you hold and adhere to those as prescribed in the organisation’s SMS.
2. Be aware of your relevant personal responsibilities under the WHS legislation and act accordingly in the work environment.

**Qualifications and experience**

* Australian or New Zealand citizen, or Australian permanent resident
* Recent experience in an airline or customer service environment.
* Ready, willing and able to work a rotating shift roster over 7 days, including weekends and weekdays, public holidays and peak holiday periods such as Christmas, New Year and Easter
* Sound oral and written communication skills
* Demonstrate a genuine passion and enthusiasm for customer service and meeting customer needs
* Proven ability to problem solve and diffuse challenging situations
* Excellent organisational and prioritisation skills
* Strong interpersonal and communication skills
* Be adaptable, resilient and able to work under pressure in an ever changing environment
* Ability to work autonomously and in a team environment
* Demonstrated computer skills. Airline reservations systems, preferable.
* A high level of professional integrity and discretion