

### Job Description

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|-----------------------------------|----------------------------|
| Job Title :                       | Personal Cruise Advisor    |
| Department :                      | Customer Contact Centre    |
| Reporting to (Job Title) :        | Contact Centre Team Leader |
| No of Direct Reports :            | 0                          |
| Titles of Direct Reports:         | N / A                      |
| Size of Department:               | Circa 200                  |
| Budget Responsibility (direct) :  | £0                         |
| Revenue Responsibility (direct) : | Circa £2mil p/a            |
| Date of issue:                    | August 2017                |
| Issued by (name):                 | Richard Turner             |

### Overall Purpose of Role

The Personal Cruise Advisor is the direct point of contact for all sales and enquiries, acting as the front line of our business and working with limited supervision. Ensuring that we are delivering a world class experience for our guests and maximising revenue opportunities in every interaction, the Personal Cruise Advisor is the trusted expert in our products. Acting as a personal point of contact, creating tailored recommendations and customised holiday packages, the Personal Cruise Advisor is customer focused and driven by challenging revenue and quality targets achieving great business results.

### Main Activities and Responsibilities

#### Sales

- Work with limited supervision to challenging revenue and call quality targets, generating circa £2mil revenue per annum
- Act as a point of contact throughout the sales lifecycle and use a number of techniques to pro actively identify revenue generating opportunities and secure these at first point of contact
- Maintain a high level of technical product and process knowledge



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## **Customer Service**

- Adopt a multi disciplinary approach to calls, covering pre and post sales customer service, general enquiries, complaints
- Maintain a good level of knowledge on product, process and legislation (eg. DPA)
- Be creative and pro active in identifying and resolving potential issues
- Resolve a majority of complaints at first point of contact ensuring all compensation offers are made within agreed guidelines
- Provide occasional 'helpdesk' support to travel agent partners, resolving product or system queries, processing new bookings and administration of existing bookings
- Occasional support of Travel Agents in resolving guest complaints, escalating if necessary
- Maintain a focus on guest experience, ensuring they are at the heart of everything we do
- Provide feedback and support the identification of process or training gaps to further enhance the guest experience

## **Personal Development**

- Work collaboratively with Team Leader to create, own and follow Personal Development Plans
- Participate in regular performance reviews, 1:1s, team meetings and buzz sessions
- Responsible for role modelling appropriate behaviour and standards in the Customer Contact Centre

## **Technical and System Responsibilities**

- Maintain up to date systems and process knowledge
- Follow a number of Customer Contact Centre processes, providing feedback where necessary
- Adheres to corporate policies and procedures including Code of Conduct, Audit Procedures and any control related responsibility for financial or personal data entered, stored or reported via business systems within employee's control (list not exhaustive)

## **Health and Safety**

- Lead by example by taking care of the health and safety of yourself and others
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Actively promote safe working within your team and encourage safe behaviours

## **Other Responsibilities**

- Occasional ad hoc out of hours work when required
- Ad hoc project work as required
- Occasional off site activity eg. Ship visits, cruise show
- To undertake ad hoc duties as required.

## **Other Features of Job (travel, hours of work, working conditions etc):**



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- 37.5 hours per week covering the operational hours including weekends and bank holidays
- Occasional Travel as required within the UK, on ships and to our offshore offices.
- Contact Centre operational hours are 8am – 9pm Mon to Fri, 9am – 5pm Sat, 10am - 4pm Sun.
- In the event of an emergency you will be required to support the operation outside of core hours

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**Location:** Southampton Offices



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## Person Specification

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Job Title : Personal Cruise Advisor

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Department : Customer Contact Centre

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### Education, Qualifications and Training

#### Essential:

- GCSE/O level English language and Mathematics or equivalent

#### Desirable:

- Educated to GCSE level or equivalent (desirable)
  - NVQ Customer Service Level 2 (desirable)
  - Recognized qualification in Travel & Tourism (desirable)
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### Experience

#### Essential:

- Previous experience in a customer facing role (Customer Contact Centre or Customer Service)

#### Desirable:

- Travel agency or tour operator background
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### Work Based Competencies

Competencies that refer to the specific work related skills required for successful performance in the role. (e.g. technological competence, written ability, numerical ability, relevant legislative or procedural understanding, analytical ability, organisational ability and project management etc.

#### Essential

- A high level of computer literacy
- Ability to apply a high level of attention to detail & accuracy
- Good command of English language and able to demonstrate daily
- Good understanding of the Travel Industry
- Ability to demonstrate excellent organisational skills and prioritise a varied and heavy workload to achieve required deadlines



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## **Behavioural Competencies**

### **Essential:**

- Show passion, interest and commitment
- Ability to use initiative and intuition
- Taking accountability and responsibility
- Self driven, results orientated with a positive dynamic approach
- Ability to demonstrate resilience and ownership to resolve queries
- Ability to effectively and appropriately challenge
- Strong communication skills across all channels and levels
- Adaptable and open to change