

## Taleo Role Profile & Person Specification

### Description:

**Job Title:** Overseas Representative

**Department / Business Area:** Overseas

**Location:** Overseas

#### **Overview of Main Responsibilities and Duties:**

- Effectively respond to all customers' needs and queries in resort.
- Communicate relevant and interesting information to customers in order to enhance their holiday experience.
- Accompany customer's to/from the resort airport.
- Deliver welcome introductions to customers after they arrive in resort with the objective of providing customers with practical and interesting information in accordance with Thomas Cook guidelines.
- Deliver exceptional customer service in order to exceed the customer service target given by the resort manager.
- Actively sell Thomas Cook events, car hire and ad-hoc events in order to achieve the sales target.
- Monitor health and safety standards in resort and escalate any issues.
- Accurately complete weekly paperwork in accordance with Thomas Cook standards.
- Regularly visit all allocated properties as appropriate to visit customers.
- Establish a friendly, respectful relationship with all hotel staff, suppliers and airport officials.
- Guide both day and evening events as requested.
- Liquidate all company monies as requested by the local Thomas Cook agent in resort.
- Secure all company money ensuring that Thomas Cook cash handling procedure is followed.
- Conduct police and clinic visits as required.
- Escalate all issues and incidents to the senior management team in resort.

#### **People Skills**

- Good communication skills and the ability to converse with customers.
- The ability to work either as part of a team or independently.
- The ability to listen and respond sympathetically to customer's needs/requests.
- An enthusiastic positive personality must enjoy interaction with others.

#### **Decision Making Skills**

- The initiative to escalate any issues/incidents to the senior team in resort.
- The ability to resolve problems quickly.

#### **Development Skills**

- A willingness to learn and participate in any given training.

#### **Person Specification ;**

### **Presentation:**

#### **Essential:**

- Smart appearance.
- Good communication skills.
- Professional disposition.
- Professional and courteous manner.

### **Education and Qualifications:**

#### **Essential:**

- Educated to GCSE Level (or equivalent).

#### **Desirable:**

- A basic knowledge of a foreign language.
- A formal qualification in Travel and Tourism.

### **IT Skills:**

#### **Essential:**

- A good level knowledge regarding Microsoft Office, Word and Excel

### **Experience and Track Records:**

#### **Essential:**

- At least 1-year experience working in a customer focused environment.
- A high level of numerical skills.

#### **Desirable:**

- A good level of knowledge of the Travel Industry.
- Previously worked overseas for Thomas Cook.

### **Personal Qualities:**

#### **Essential:**

- Self-motivated.
- Ability to solve problems.
- Flexible.
- Dedicated.

**A key requirement of all Overseas staff is to be 100% flexible. We operate to over 70 Destinations around the world and new staff will be placed once recruited.**