



Customer Support Advisor - Saundersfoot

The Original Cottage Company (Powells Cottage Holidays)

Part Time 22.5 hours, permanent to include Saturdays

This position would suit an outgoing, positive individual, looking for a new challenge in an exciting, growing, family owned tourism business.

We welcome applications from candidates who can demonstrate they meet the essential criteria in the Person Specification, have a great attitude as well as good oral and written communication skills. A full driving licence is required.

The position is mainly based in our Powells Cottage Holidays' Saundersfoot office, but the successful candidate will be required to travel to other offices or properties from time to time across Wales.

Competitive salary and dependent on experience.

Benefits Package including discounted holidays across Wales and England, company pension scheme and 22 days holiday plus bank holidays.

To apply please email your C.V. and covering letter to Paul Lewis - p.lewis@originalcottages.co.uk

Closing date: 31/03/21



Person Specification

Customer Support Advisor. Based in Saundersfoot, SA69 9ET.

Part time (22.5 hours/week).

Salary: £17.5k - £19k pro rata, dependent on experience

Role summary

The Customer Support position provides a great opportunity to be part of the Welsh Customer Support Team. This team will work in parallel with the Central Team.

The Customer Support Team is another exciting innovation aimed at further improving our customer's experience in those first important moments when they contact us to talk to us about their holiday or if they need to speak to "a real person" about something else connected with it. The team will be based around Wales.

Full details of shifts will be advised later in the process.

You will be responsible for supporting the customer service team, including:

- Provide excellent customer experiences to our internal and external customers across all channels
 - Excellent communication skills both written and verbally
 - Excellent telephone skills and confidence in dealing with people both on the phone and face to face
 - General IT skills and good use of email, Word, Excel.
 - Ability to organise and prioritise tasks effectively and efficiently
 - Consistently achieve sales and customer experience standards, targets and quality checks to the required standards
 - Utilise training, skills and experience to resolve customer complaints provide first contact resolution where possible
 - Build genuine relationships and engage with customers to identify their needs, clarify information, explore every issue and provide solutions and/or alternatives
 - Maintain and improve quality & performance results whilst adhering to standards and guidelines and recommending improvements to procedures where appropriate.
 - Complete call logs, notes and reports as required
 - Occasional travel to other Original Cottages offices within the UK
 - Responsible for continuous personal and professional development
 - Compliance with applicable data and consumer protection legislation (EG GDPR, H&S, PCI, etc)
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Background

Based at our new Powells Cottage Holidays office on the Strand in Saundersfoot this role would be working with guests and owners of Powells Cottage Holidays and across the other Welsh brands that are within The Original Cottage Company. The other four brands are Wales Cottage Holidays, Home from Home, Abersoch Holiday Homes and Best of Wales / Y Gorau o Gymru. Together we promote over 1,300 holiday properties across Wales.

For more information or an informal chat on the role, please contact Paul Lewis | p.lewis@originalcottages.co.uk