Guest Services Communications Specialist

SUMMARY: Responsible for effective monitoring and timely follow-up response to inbound E-mails, voice mails and sales and service calls with the goal of converting inquiries into sales. Provide superior service to all clients and travel agents while successfully generating and/or advancing sales opportunities. This position requires an excellent understanding of the Tauck Brand and standards to ensure consistent communication across all channels.

POSITON DUTIES/RESPONSIBILITES:

- Responsible for managing and ensuring all timely responses to info@tauck.com and tauckrez@tauck.com e-mails; including providing e-mail trending analysis as needed.
- Oversight of Trip Review posts online, providing responses as needed within company prescribed response standards; works intra-and inter-departmentally to ensure trending awareness.
- Manage, track and respond to all voicemail(s) boxes in Guest Services team areas.
- Assist in creating and messaging any pertinent communications inter and intra-departmentally, as needed by Guest Services.
- Consistently meet or exceed expected performance goals communicated by Guest Services.
- Perform other duties and responsibilities as required.

KNOWLEDGE/SKILL REQUIREMENTS:

- Exceptional oral and written business communications skills.
- Reservations and strong customer service experience highly preferred.
- Demonstrates ability to analyze and interpret inquiry issues and provide appropriate and timely resolve.
- Maintain excellent working knowledge of all Tauck brands and destinations, Protection Plan products, promotions and marketing campaigns.
- Ability to solve problems, mitigate issues and make recommendations for future enhancements.
- Prior experience preferred with Tauck reservations resource tools including Mariposa, P-Docs and Lexicon.
- Exhibits high standards of performance on the job and strong collaboration inter and intra-departmentally.
- Ability to exhibit professionalism and excellence in dealing with challenging situations; handles pressure and stressful situations with grace and composure.