Seasonal Quality Assurance Team Assistant

SUMMARY: This position is responsible for the collection, validation and transmission of guests' pre-trip details including flight and passport information, entry Visa arrangements and pre/post hotel reservations. Representing the Tauck brand, this position coordinates the implementation, maintenance and delivery of pre-tour communications, pre-tour requirements and the finalization of defined services offered outside the tour experience, while adhering to the practices, procedures and guidelines established by the company, resulting in the retention and increased propensity for repeat travel

POSITION DUTIES / RESPONSIBILITIES:

- Manages and provides daily oversight of pre-trip readiness of all guests through collection and validation of required information to ensure guest's needs are serviced.
- Provides timely resolution to guest and travel agent issues that impact the tour experience, while continually identifying gaps in the quality of service provided.
- Escalates severe guest and travel agent related issues to proper management levels as needed.
- Implements and maintains processes and procedures related to the collection and distribution of key guest information required for tour participation.
- Owns, builds and maintains professional relationships with Tauck's external suppliers. Works cross-departmentally with Reservations and World Wide Operations to receive pertinent tour and guest reservations' updates.
- Must perform other duties and responsibilities as required.

KNOWLEDGE/SKILL REQUIREMENTS:

- 2+ years of successful experience in a related customer service environment
- Demonstrated competencies in PC literacy in a Windows based environment possessing a working knowledge of Microsoft Word and Excel
- Excellent oral and written business communications skills to effectively communicate the Tauck brand
- Enthusiastic and Customer-oriented, committed to maintaining high standards of performance on the job; cooperates with others and helps foster a team environment