Guest Services Support Specialist

SUMMARY: Responsible for managing all yield, full tour and/or crises tour cancellations, with a focus on retaining future sales conversion and loyalty; individual will be responsible for assisting with report trending of analysis. Responsible for coordinating and executing guest communication for any required tour changes and/or tour announcements as needed. Provide front-line support to Call Center and/or Guest Services in handling incoming calls, as needed. Individual will also will be responsible for managing various daily projects, such as guest lists and BerkelyCare claim verifications. This position requires an excellent understanding of the Tauck Brand and standards to ensure consistent communication across all channels

POSITON DUTIES/RESPONSIBILITES:

- Manage all yield guest cancellations and/or transfers; including management and on-going balancing of the yield cancellation goodwill account.
- Support Guest Services in communication and fulfilling all collateral communication pieces for operational full tours, and or crises situations as needed.
- Keep accurate trending records of all cancellations, transfers, and goodwill monies as it relates to tour cancellations.
- Assist in preparing and fulfillment of various communication collateral pieces to guests/agents.
- Provide assistance by handling any incoming calls to the Call Center/Guest Services, as needed.
- Manage the review of guests lists, and BerkelyCare claims' verifications and other tasks as needed
- Exhibit leadership behaviors in all aspects of business conduct within and across departments and to all external suppliers, guests, agents and partners.
- Other duties and responsibilities as assigned.

KNOWLEDGE/SKILL REQUIREMENTS:

- Reservations and strong customer service experience highly preferred.
- Maintain excellent working knowledge of all Tauck brands and destinations, Protection Plan products, promotions and marketing campaigns.
- Expert knowledge of reservations procedures.
- Ability to do financial analysis, and report trending.
- Prior experience preferred with Tauck reservations resource tools including Mariposa, P-Docs and Lexicon.
- Exceptional oral and written business communications skills.
- Exhibits high standards of performance on the job and strong collaboration inter and intradepartmentally.
- Ability to exhibit professionalism and excellence in dealing with challenging situations; handles pressure and stressful situations with grace and composure.
- Airline CRS knowledge is preferred, but not required.