**Location:** Romford Office Days x2 a week + homeworking, Mon – Sun rota

**Salary:** £28,000-£31,000 + incentive bonus

000 per annum, OTE

# Why **Ocean Holidays?**

Ocean Holidays was founded in 2004 by two sets of brothers: Daniel and David Ox and George and Harry Hastings, who are still very much active in the business today.

They set out selling holidays with no website, just a handful of staff and Teletext as their only form of marketing. From these humble beginnings, Ocean Holidays was created, and the company now consists of three unique and distinct travel brands.

Ocean Florida, the largest direct to consumer Florida specialist of its kind in Europe; personalised travel management company, Winged Boots which leads in luxury leisure followed by business travel; and Ocean Beds, the largest worldwide provider of Florida vacation home rentals to the global travel trade.

With Headquarters in Romford, and another in Davenport, Florida. Ocean Holidays continues to innovate and evolve within the travel industry.

In January 2023 Ocean Holidays were awarded the inaugural Employer of the Year award at the Travel Weekly Globes, followed by the Travel for All Award in January 2024, for its industry-leading accessibility programme.

As one of the UK’s fastest-growing travel companies, Ocean Holidays continue to provide an environment where its people can thrive, and where growth and great culture go hand-in-hand.

There are many benefits that you can expect in return for your dedication and your commitment to making our customer’s dreams come true:

* Discounted personal travel and a dedicated staff travel agent that will organise your holiday.
* Private Health Care after probation passed -WPA - discounted gym membership at Nuffield Fitness & Wellbeing Gyms and Fitness First, Spabreaks.com and Yourgolftravel etc.
* Profit Related Pay
* Flexible/remote/hybrid working to promote our culture of supporting work/life balance.
* An Employee Assistance Programme which provides confidential information, advice, and support 24 hours a day. This includes advice on health, relationships, money, career, retirement, and many other areas of support.
* Access to free professional financial advice
* Enhanced family-friendly policies
* One Ocean Forum – a group of employees representing the interests of all employees.
* Long service awards
* Honest, transparent, and two-way communication via regular newsletters and regular virtual and in-person Town Halls
* Cost of test and contribution towards glasses
* Life Insurance

•  Additional holiday days based on length of service

•  Christmas saving scheme.

•  Day off on your birthday

•  2 x ‘Do the Right Thing’ days (dedicated charity days)

•  Reward Gateway Employee discount platform that gives easy access to savings at

 hundreds of retailers

•  Cycle to work scheme.

•  Smart Tech after probation

# What **will you be doing?**

The Customer Service/Operations Executive plays a crucial role in ensuring exceptional service delivery to our clients, both before their departure and throughout their journey. This position is responsible for managing customer inquiries, handling operational tasks with precision, and ensuring smooth coordination between internal departments, suppliers, and partners. The role requires a proactive approach to problem-solving, a commitment to maintaining high standards, and a focus on maximizing customer satisfaction and operational efficiency.

**Customer Service Responsibilities**

* **Resolve Customer and Trade Partner Inquiries:** Addressinquiries, both pre-departure and in-resort, to ensure a seamless and satisfying experience for our clients and partners.
* **Internal Support:** Handle queries from other internal departments, providing accurate information and support to facilitate smooth operations.
* **Supplier Coordination:** Liaise with suppliers regarding reservations, ensuring effective coordination and timely service delivery.
* **Quality Checks:** Conduct pre-departure quality checks as required, ensuring all customer experiences meet our high standards of satisfaction and look at upselling opportunities.
* **Booking Amendments:** Manage and process all changes to bookings, ensuring customer and trade supplier satisfaction is maintained throughout the process.
* **Booking Completion:** Obtain necessary customer information to complete bookings with accuracy and attention to detail.
* **Optimising Bookings:** Identify opportunities for upselling and offering add-ons to enhance the customer's overall holiday experience while increasing gross profit.
* **Outbound Customer Calls:** Engage with customers and trade suppliers tonotify of things like any changes to their bookings.
* **Continuous Learning:** Engage in continuous education through industry research and internal/external product knowledge development.

**Operational Responsibilities**

* **Documentation Management:** Send customer confirmations and tickets in a timely manner, ensuring all details are correct and communicated effectively.
* **Quality Assurance**: Perform tasks with a focus on quality checking, maintaining a high level of accuracy within the team. This includes checking TD Check and booking quality checks.
* **Product Changes:** Deliver accommodation changes or product changes to Ocean Holidays and trade partners, adhering to the matrix guidelines.
* **Profit Maximization:** Contacting customers about upsell or switch sell opportunities and processing the same in the system. Ensure that all customer interactions are logged in the system and that customer records are up to date and accurate

Who **should apply?**

The ideal candidate for this role would be someone who has the following skills:

**Solution-Oriented Mindset:** A proactive problem-solver who can quickly find effective solutions to challenges and drive continuous improvement.

**Adaptability and Flexibility:** Ability to thrive in a dynamic and often unpredictable environment, adjusting to changing priorities and situations with ease.

**Excellent Organizational and Administrative Skills**: Strong ability to manage multiple tasks, deadlines, and processes while maintaining a high level of accuracy and attention to detail.

**Comprehensive Knowledge of GAL and Supplier Systems:** Expertise in using GAL and other relevant supplier systems, ensuring smooth coordination and operational efficiency.

**Telephone Communication Excellence**: Maintain a high standard of telephone etiquette and handle outbound calls effectively as required.

# Who **we are?**

We’re a team of passionate, award-winning travel specialists from a wide mix of backgrounds, excited about delivering the best customer experience possible through our 3 niche travel brands.

Our company culture promotes growth, inclusion and diversity and we’re continuously striving to ensure Ocean Holidays is the best place to work!

Customer experience is at the forefront of everything we do, and we pride ourselves in being able to consistently deliver some of the best service in the UK.

# Our **commitment to equal opportunities**

For us, diversity is a business imperative – one that must be embedded into every aspect of how we operate in order to drive success. Simply put, we believe an encouraging and inclusive environment makes sound business sense.

We are a customer experience-driven business, and a diverse workplace means that we not only build a healthy culture of diversity and tolerance but can also serve our clients with empathy and understanding.

Conscious inclusion encompasses social, cultural and cognitive differences and cultivates an ethos of belonging, connection and shared purpose. It is the integration of this philosophy that allows us to create meaningful experiences for our employees, drive better business practices with our vendors and clients, and ultimately lead with purpose.