

WE WANT YOU!

reays

JOIN OUR AWARD WINNING TEAM!

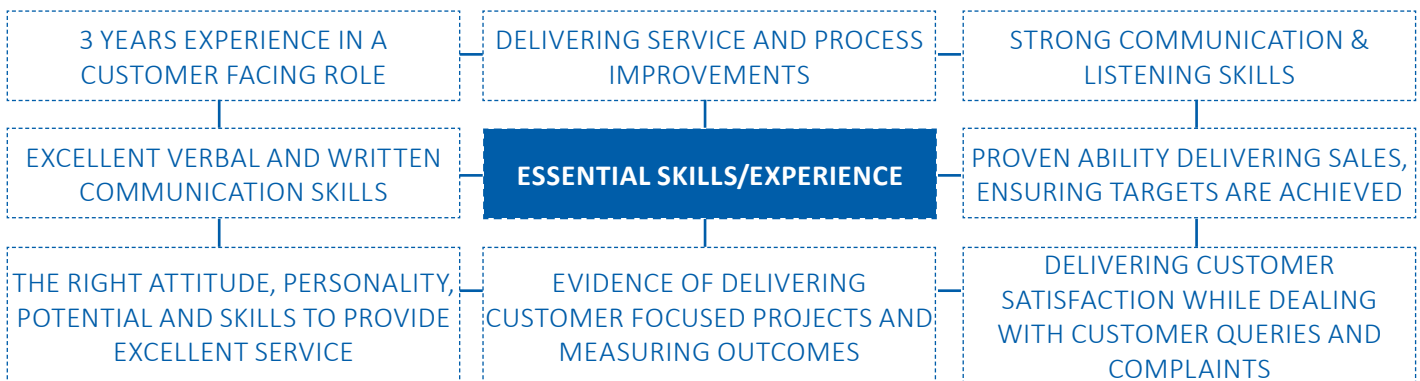
BE POSITIVE, BE BRILLIANT, BE PART OF IT

Reays Coaches is Cumbria's largest, award-winning, family run coach operator.

Our expertise, experience and quality of coaches is unrivalled throughout the country, but we're much more than that and we wouldn't be able to do what we do without our people.



Due to continued expansion and growth we have an exciting opportunity for a 'Sales & Customer Experience Assistant' to join #TeamReays



Key responsibilities

- Implement best practice customer service standards and working office procedures ensuring these are communicated and adhered to by all parties who impact on the customer experience.
- Work with the Sales team to improve driver itineraries to reduce the number of driver queries and improve the customer service experience.
- Maintain proactive, positive communication with drivers regarding bookings of all Reays services.
- Develop, implement and measure process improvements which will deliver improved customer service experience.
- Communicate with managerial staff and other colleagues.
- Provide timely and accurate reporting as required.
- Take ownership of all complaints received ensuring these are investigated and responded to with a fair and reasonable outcome.
- Communicate directly with customers and encourage trusting relationships.
- Write bespoke resolution letters / emails.
- Have a passion for outstanding customer service, placing our customers at the heart of everything we do.
- Turn a negative experience into a positive outcome. Ensuring high levels of customer satisfaction.

Other information

Working hours: Both full time and part time will be considered for this position.

Salary: Dependent on skills and experience.

Location: Wigton, Cumbria

Apply: Apply by completing our application form and returning this to careers@reays.co.uk

Luxury Coach Holidays | City Hopper | Coach and Mini Coach Hire | Corporate Business Travel

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#TeamReays