

**Job Title: Customer Experience Centre Executive****Company:** LIAT (2020) Limited**Location:** Antigua & Barbuda

**About LIAT2020:** LIAT (2020) Limited is an innovative and dynamic start-up airline on a mission to connect the sub region with the rest of the world, disrupting the regional the aviation industry by providing affordable and efficient travel solutions. Committed to delivering a seamless and exceptional flying experience, we prioritise sustainability and profitability. As we embark on this exciting journey, we are seeking an enthusiastic, dedicated, detail oriented and experienced customer experience specialist to enhance our customer experiences.

**Our Company Culture:**

Recognising that our employees have choices, we place a strong emphasis on creating and maintaining a positive working culture. Our company thrives on a friendly and informal work environment where everyone, regardless of their position, is treated with respect and consideration. As a valued team member, you will play a crucial role in supporting this positive work environment.

**Position Overview:** The Customer Experience Executive will play a combined role of Call Centre Agent and Customer Relations Management. This multifaceted position requires an individual who can seamlessly navigate between supporting our valued customers via the telephone and fostering robust relationships with via written communication. If you are passionate about enhancing customer satisfaction and building lasting connections, we invite you to join our dynamic team.

**Key Responsibilities:****Contact Centre:****Customer Interactions:**

- Respond to customer inquiries and provide information about flight schedules, fares, services, and policies.
- Assist customers with booking, reservation changes, and other related requests.

**Issue Resolution:**

- Address and resolve customer concerns, including but not limited to flight disruptions, baggage issues, and service complaints.
- Collaborate with other departments to ensure timely resolution of customer issues.

**Booking Assistance:**

- Assist customers with flight bookings, cancellations, and modifications.
- Process payments, issue tickets, and provide confirmation details.

**Flight Information:**

- Provide real-time information on flight statuses, delays, and any other relevant updates.
- Assist customers in navigating the airline's website and online services.

**Sales and Upselling:**

- Identify opportunities to upsell and promote additional services, such as seat upgrades, travel insurance, and loyalty programs.
- Meet or exceed set sales targets.

**Cross-functional Coordination:**

- Collaborate with other departments, including reservations, operations, and marketing, to obtain relevant information and provide seamless customer support.

**Compliance and Policies:**

- Ensure adherence to airline policies, regulations, and industry standards.
- Stay informed about changes in airline procedures and communicate updates to customers.

**Quality Assurance:**

- Participate in quality assurance programs to maintain and improve service standards.
- Seek feedback from customers and incorporate insights for continuous improvement.

**Emergency Response:**

- Handle customer inquiries and provide support during emergency situations, flight diversions, or cancellations.

**Customer Relations:**

- To act as the primary point of contact for escalated customer issues, demonstrating strong problem-solving skills and empathy in resolving complex matters.
- Proactively engage with customers to gather feedback, understand their needs, and identify opportunities for improvement.

**Communication and Collaboration:**

- Collaborate with flight and ground operations, marketing, sales, and product development teams to ensure a cohesive and unified approach to customer interactions.
- Participate in regular cross-functional meetings to share customer insights and align strategies for improved customer satisfaction.

**Quality Assurance:**

- Participate in quality assurance measures, including call monitoring, to uphold service standards and identify areas for improvement.
- Conduct regular audits of customer interactions to ensure compliance with company policies and procedures.

**Customer Data Analysis:**

- Utilise customer data and feedback to generate comprehensive reports on trends, customer preferences, and areas requiring attention.
- Implement data-driven strategies to enhance the overall customer experience.

**Required Core Competencies, Experience, and Qualifications:**

- Excellent communication skills and interpersonal skills
- Excellent problem solving and conflict resolution abilities.
- Ability to analyse data and generate meaningful insights and strategies to diverse audiences.
- Detail-oriented with the ability to work independently and collaboratively in a fast-paced environment and adapting to changing priorities.
- Excellent knowledge in over the phone sales and promoting products and/or services.
- Customer focused, with a genuine passion for delivering excellent customer services - including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- At least 5 years of proven experience in pricing analysis, revenue management, or related roles in an airline.
- Knowledge of industry trends, regulations, and competitive landscape in the regional airline industry
- Bachelor's degree in business, Economics, Aviation Management, or a related field. Master's degree is a plus.
- Proficient in the use of Microsoft Office Suite
- Perform other related duties as assigned.
- Commitment to continued learning and personal development.

**Benefits:**

- Competitive remuneration package
- Opportunity to shape the strategic future of a revamped regional start-up airline.
- Exciting, collaborative, and innovative work environment.

*This is a description of the job as it is presently constituted. In order to support the company's efforts to attract and retain the ideal incumbent to perform the duties, it is normal practice to periodically review job descriptions for current and accurate relevancy, as jobs change over time and job descriptions need to be reflective of these changes. The review process is a collaborative effort involving the position supervisor and the employee performing the job. You are therefore expected to participate fully in such discussions. In all cases, it is LIAT20's aims to reach agreement on reasonable changes, but where it is not possible to reach agreement LIAT reserves the right to make reasonable changes to your job descriptions which are commensurate with the company's objectives and your grade after consultation with you.*