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| **Job Title** | Reservations & Customer Service Agent |
| **Location** | Athens, GR |
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**About the Company:**

At TravelStaytion we are refining the vacation rental industry. Our mission is to transform properties into five-star vacation home rentals, elevating serviced stays for the discerning traveler while offering at the same time game changing technology. We represent and work together with a curated selection of 95000+ properties in over 750 destinations across the globe delivering exceptional travel experiences to property owners and their guests.

With our HQ in London and with more than 12 years of continuous operation, we are proud to be an equal opportunity workplace that seeks to recruit, develop, and retain the most talented people from a variety of backgrounds, perspectives, and skills. We offer a work experience unlike any other, creating opportunities for training, development, recognition and most importantly, a place where you can really pursue your passions in a fast-moving environment.

**DUTIES AND RESPONSIBILITIES**

**Reservations:**

* Present, promote and book TravelStaytion properties with strong negotiation tactics to new guests who have inquired with us
* Ability to communicate our luxury portfolio to our guests, understanding their needs, consulting on properties amenities, and promoting our additional services
* Establish, develop and maintain positive customer relationships to ensure guests’ satisfaction and future sales
* Receive positive post stay reviews for TravelStaytion properties
* Complaint Management
* Negotiation and communication with the property owners
* Ensure the maximum level of customer satisfaction
* Reply promptly to all inquiries and requests of our customers
* Ensure monthly, quarterly, yearly targets are met
* Ensure that all reservations are recorded following established procedures with full and clear information and that they are inputted accurately and promptly into the system
* Ability to manage the sale circle from initial request to completed booking through our CRM program

**Customer Service:**

* Provide clear and accurate service and support by dealing efficiently and politely with all telephone, email, and internet inquiries
* Manage customer queries, requests and complaints through both email and telephone calls to a successful and timely resolution
* Deliver a professional and engaging ‘front of house’ service to our guests and hosts
* Resolve all issues by telephone as far as possible and maintain personal ownership for any which are passed to other teams for resolution
* Provide timely and accurate information to guests and hosts to minimise queries and complaints
* Report issues and opportunities to the relevant departments to boost the company’s performance
* Ensure that all issues/cases are recorded following established procedures with full and clear information and that they are inputted accurately and promptly onto the system
* Communicating and build strong relations with potential, current and previous guests
* Convert travellers and website users into loyal clients
* Negotiation and communication with the property owners
* Updating physical internet material to promote company identity and services
* Overall involvement and improvement of our day-to-day business operations

**REQUIREMENTS – SKILL, ABILITIES, AND KNOWLEDGE**

* Tenacity and passion for lead generation and conversion.
* Multi-tasking and strong time management skills
* Excellent verbal, written and interpersonal skills in English and Greek
* Professional in all forms of communications such as email, phone calls and texts
* Highly responsive and reliable with strong attention to detail
* Ability to deal calmly and professionally with customers on the telephone
* Possess superior customer relations skills and deliver complete hospitality to our guests
* Energetic and responsive - you must be able to work in a fast-paced environment.