



14 Turnham Green Terrace Mews | London | W4 1QU

Customer Operations Coordinator

Job Description

Department:	Sales and Customer Operations
Job Title:	Customer Operations Coordinator
Start/End Date (if applicable)	October 2026
Working Hours	37.5 per week
Reporting to:	Sales and Operations Manager

Job Introduction/Objectives:

Overall Responsibility

As Customer Operations Coordinator, you are responsible for recruiting, training and supporting a small team of Executives in delivering the very best customer service from point of sale to the customer's return from holiday. Responsible for delivering the highest possible standard of client services - you will deliver faultless and timely customer communications, operational logistics, proactively deliver accurate, detailed information at each stage of the customer's booking journey. You are constantly striving for quality and efficiency improvements in all these areas. You close the circle by ensuring that agreed supplier invoices (including TDS) are correct being passed to accounts for settlement.

Team Support

- Acting as a main point of contact for questions, support and day to day training for the Customer Operations team whilst delivering the highest standards of service and information post booking
- Responsible for setting the team's daily tasks and reporting progress to the Sales and Operations Manager
- Responsible for reporting on customer detail chasing and Bon Voyage call progress and ensuring deadlines are met
- Responsible for managing rotas to ensure customer communication channels (live chat, email and phones) are all responded to
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- Jointly responsible for conducting performance reviews and recruiting new team members with the Sales and Operations Manager



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Customer Operations

- Responsible for daily booking accuracy checks, ensuring that all bookings are correct and complete before invoices, ATOL certificates and itineraries are despatched and that payments (including balance payments) are received in line with timescales agreed with the Sales and Operations Manager escalating any inaccuracies, mistakes or late payments in line with agreed business objectives
- Responsible for servicing all customer pre-departure enquiries, amendments and cancellations (by whichever means they are received) with accuracy and speed in line with targets and agreed timelines
- Responsible for contacting and servicing online bookings in order to maximise revenue, retention and service
- Responsible for running balance due reports to ensure timely payments and highlighting any issues to the Sales and Operations Manager
- Working closely with the Sales and Operations Manager on any pre-departure customer service issues, changes to holiday and service provision in line with business objectives and high standards of service
- Responsible for the delivery and management of the concierge service, reporting on performance and, with an eye on competitors and agents, making recommendations for improvements in line with high standards of service and business objectives

Operations

- Responsible for liaising with agreed suppliers (including ski schools, transfer suppliers and ski extra providers) to confirm bookings, manage stop sales and process cancellations and amendments with accuracy and in line with supplier deadlines and business objectives
- Responsible for manifesting, liaising with suppliers and the overseas team and informing relevant stakeholders of any operational updates for departure dates
- Responsible for ensuring scheduled flights are ticketed within deadlines
- Responsible for creating weekly Tourist Tax bookings, for their distribution and for monitoring and chasing collection, reporting on weekly and final figures in line with business objectives
- Working with the Sales and Operations Manager to ensure that agreed supplier orders match the manifest and for recording in-resort changes (such as no-shows or amendments to orders) and for checking that agreed supplier invoices reflect actual numbers and services so they can be passed to accounts for payment
- Act as a senior member of the Skiworld incident response team during the operational season
- Work with the Sales and Operations Manager to develop the new system for managing bookings from Nextpax distribution channels, ensuring information regarding chalets is passed to bookers, queries answered promptly and payments received in line with agreed timescales

Commercial and Product Support

- Outside of the operating season you will be required to support in price, accommodation, resort and product loading, competitor analysis, website updating and reviewing documentation for example in order to support other departments as required



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- Convert email and phone call enquiries into bookings (depending on enquiry and staffing levels)
- Maintain high levels of product knowledge across the Skiworld product range
- Contribute accurate and knowledgeable information to contribute towards Skiworld's marketing blogs and online forums and information resources
- Undertake ad hoc projects and responsibilities as required, contributing to continuous improvement across customer operations and the wider business
- Any other duties/tasks as required/agreed with your Line Manager

Person Specification:

Essential

- Excellent communication and customer service skills
- Excellent time management and organisation skills
- Good organisation and numerical skills
- Highly proficient with Microsoft Office Excel
- Accurate attention to detail and highly self-motivated
- Desire to develop supervisory skills
- A passion for winter sports
- Previous customer service/operational travel industry experience

Desirable

- Supervisory experience
- Experience with reservation systems such as Lime, Jonview, Aviate
- Previous incident management experience
- Ideally have worked for a tour operator in resort

Considerations

A normal week (5 days) includes Saturday and Sundays. During the operational season, this will involve working shifts on a rotation basis over a 7-day week to manage the duty office. Lieu days are to be taken in agreement with your line manager. There will also be nights away from home and international travel for promotional events or educationals. Incident support may require additional hours/days outside of the contracted hours. Skiworld offers flexi-working, allowing a combination of working from home and from the office.



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Who are Skiworld?

Founded in 1982, Skiworld are one of the largest ski holiday operators in the UK. We offer over 200 different accommodations in Europe and North America ranging from budget-conscious apartments to truly luxurious chalets and hotels. As a fully ABTA and ATOL bonded tour operator we package our holidays with flights and transportation to provide our customers with the peace of mind they deserve when going on holiday.

What does it take to turn a good ski trip into a great ski holiday? The people! From our chalet hosts in ski resorts all over the alps to our finance or marketing teams in our London headquarters, we are all united in our support of each other. You don't have to be a skier or snowboarder before joining the Skiworld team, we'll soon have you addicted. Snow is our focus after all – we are solely a ski holiday company, UK owned and UK based, with a mission to provide opportunities to ambitious individuals like you, looking to develop your skills and achieve career success.