



14 Turnham Green Terrace Mews | London | W4 1QU

Customer Operations Executive

Department:	Sales & Operations
Job Title:	Customer Operations Executive
Start Date (If applicable)	September 2025
Working Hours (Some flexibility)	37.5 per week

Job Introduction/Objectives:

Overall Responsibility

Responsible for ensuring unparalleled customer service is delivered to every customer from the point of sale to the point of departure. You will put the customer at the centre of everything we do, ensuring we deliver accurate, detailed information at each stage of the customer's booking journey. You will help co-ordinate Skiworld's operational logistics, booking accuracy and operational communication.

Customer Operations

- Conduct daily booking checks to ensure that all bookings are correct and complete before invoices, ATOL certificates and itineraries are despatched and that payments (incl balance payments) are received in line with timescales agreed with your line manager
- Ensure that all client documentation/vouchers/information for all products are dispatched in a timely and accurate manner in line with business objectives and the highest standards of service
- Service 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 servicing all online bookings in order to maximise revenue, retention and service
- Working closely with the Customer Operations Coordinator, develop and distribute additional pre-departure information which adds value to the customers' experience
- Contact all customers with the objective of enhancing their holidays and maximising revenue in line with department targets
- Working closely with the Customer Operations Coordinator on any pre-departure customer service issues, changes to holiday and service provision in line with business objectives and high standards of service
- Work alongside the Customer Operations Coordinator to ensure that service standards across all distribution channels are monitored and benchmarked to maintain and improve standards



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- Assist the sales team in sourcing bespoke flight, transport and accommodation requests, providing prices and bookings where necessary in line with agreed timescales and business objectives
- Contact previous customers to discuss their holiday and review customer feedback, using this information to make recommendations for future improvements to all relevant stakeholders

Operations

- Working closely with the Customer Operations Coordinator to liaise with suppliers to fulfil bookings (bespoke and main programme), for managing stop sales, cancellations and amendments whilst ensuring the highest standards of information for customers and resort teams in line with agreed timelines and business objectives
- Collate and update property information, when necessary, with information from suppliers and customers in line with agreed deadlines, protocols and highest standards of accuracy
- Work with the Customer Operations Coordinator to decide if/when to purchase additional flights where required, ensuring costs are recorded and the highest standards of service are delivered to internal and external customers
- Ensure all flight ticketing, supplier and service manifest deadlines are monitored and met, informing relevant stakeholders of any operational updates for departure dates
- Check that supplier invoices match costings and are correct and passed for payment by accounts in line with timescales agreed with your line manager
- Act as a member of the Skiworld incident response team during the operational season, including the out-of-hours phone and email cover rota

Other Responsibilities

- Convert email and phone call enquiries into bookings (depending on enquiry and staffing levels)
- Proactively contact customers assigned through the lead management system to convert into new bookings (depending on enquiry and staffing levels)
- Respond to booking platform enquiries and booking requests
- Support the Commercial and Product team with tasks such as product loading
- Maintain high levels of product knowledge across the Skiworld product range
- Contribute accurate and knowledgeable information towards Skiworld's marketing blogs and online forums and information resources
- Mentor new staff in the various systems
- Other duties as agreed with your line manager



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Person Specification:

Essential

- Excellent communication and customer service skills
- Excellent time management and organisation skills
- Highly proficient with Microsoft Office Excel & Word
- Accurate attention to detail
- Flexibility
- Strong team player able to work within a team

Desirable

- A passion for winter sports
- French/German Speaker
- Experience with reservation systems such as Lime, Jonview or Aviate
- Previous incident management experience
- Previous customer service experience
- Ideally have worked for a tour operator in resort

Why Join Skiworld?

- In return for your hard work, enthusiasm and commitment, when you work for Skiworld you can expect:
- Competitive salary – we like to ensure initiative and effort are rewarded
- Generous holiday discounts for you and your friends/family (the more people skiing the better)
- Company subsidised end of season staff ski trip

Working Environment

- Hybrid remote working with some days at our west London office – we think a work/life balance is key to success
- In-office showers and bike parking
- Close to tube and Turnham Green
- Training and Travel Opportunities
- Ski resort educational trip to develop your destination knowledge
- Regular in-house training and development
- Ongoing coaching and support to help you achieve your earning potential
- Regular company socials – on and off the snow
- Weekly in-office breakfast



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Considerations

A normal week (5 days) includes Saturday and Sundays. Between October and March, this may involve working 6-day weeks. Lieu days are to be taken in agreement with your line manager. Shifts will be on a rota basis and spread between 8.30 and 19.30. There will also be nights away from home and international travel for promotional events or educational. 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.