



## POSITION DESCRIPTION: Customer Service Consultant

<b>Date:</b>	September 2009
<b>Team:</b>	Customer Service Team
<b>Reports to:</b>	Team Leader – Customer Service
<b>Location:</b>	MEL XR
<b>Purpose of the Role:</b>	<p>Service excellence that supports:</p> <ul style="list-style-type: none"> <li>• Achievement of company targets in relation to Service Level and Average Handling Time and Quality</li> <li>• Customer Retention</li> <li>• Increased direct sales</li> </ul>
<b>General Tasks:</b>	<ul style="list-style-type: none"> <li>• Providing complete customer service on the phone or via email regarding products and benefits that Lufthansa, the Star Alliance and its co-operational partners offer including (but not limited to):             <ul style="list-style-type: none"> <li>– <i>General information</i></li> <li>– <i>Reservations</i></li> <li>– <i>Inbound Sales</i></li> <li>– <i>Special service requests</i></li> <li>– <i>Check in</i></li> <li>– <i>Inquiries from travel agents</i></li> <li>– <i>Lufthansa client commitment program – Miles &amp; More</i></li> </ul> </li> <li>• Remain up to date with product information</li> <li>• Assisting with coaching of co-workers</li> <li>• Other duties as required from time to time consistent with the position</li> </ul>

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**Technical Skill Requirements:**

- Fluency in English and a second language: verbal and written (German, Japanese or Korean)
- Good computer literacy in the Microsoft Office suite of products
- Excellent word processing skills (with a minimum typing speed of 30wpm)

**Personal Competency Requirements:**

- Excellent verbal and written communication skills (bi-lingual)
- Proven customer service skills (call centre experience preferred)
- Sales orientation
- Highly developed interpersonal skills
- Good conceptual reasoning
- Independent decision making skills
- Good conflict resolution skills
- Ability to work under pressure
- Flexibility and adaptability to change
- Self motivation
- Initiative
- Team player
- Reliability
- Empathy

**Key Relationships / Interactions:**

- Team Leader for overall direction and guidance
- Floor Support Coordinators for technical assistance and coaching
- Customer Service and Quality department in relation to training / coaching
- Operations department in relation to rostering / scheduling