



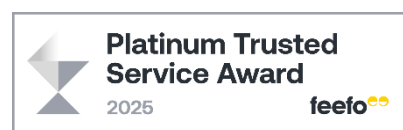
Welcome to Distant Journeys, a fast-growing UK based company specialising in escorted group tours to Australia, New Zealand, South Africa, Kenya, India, Nepal & Bhutan, Japan, China, Borneo, Sri Lanka, Vietnam & Cambodia, Canada, Alaska, USA, Costa Rica and South America.

We are true escorted touring experts, and have won numerous awards at the British Travel Awards, most recently 'Best Small Holiday Company to Australasia', 'Best Small Holiday to Sub-Saharan Africa' and 'Best Small Escorted Tours Holiday Company'.

Our holidays offer unparalleled adventure and once in a lifetime travel experiences.

Our customers are at the heart of what we do, and this is reflected across our company – from our customer service awards to the passion of our teams on the ground in the destinations we operate in.

Due to unprecedented growth we are looking to expand our talented team.



## **Customer Support Executive**

**Department:** Customer Support

**Reporting to:** Customer Operations Manager

**Location:** Ormskirk, Lancashire – office based

**Salary:** £28,000

### **Purpose of the role**

To manage and resolve customer complaints and post-travel concerns with professionalism, empathy, and fairness. This role plays a central part in upholding Distant Journeys' reputation for exceptional customer service by ensuring every guest feels listened to, valued, and fairly treated. Working closely with internal departments and external suppliers, the Customer Support Executive ensures all complaints and concerns are resolved thoroughly and efficiently. The role also contributes to the company's continuous improvement efforts by sharing insights and feedback to help shape future service delivery.

### **Key responsibilities**

#### **1. Manage and resolve customer concerns**

- Handle and investigate customer complaints and feedback in a timely, fair, and thorough manner.
- Communicate professionally with customers via email, phone, and written correspondence, always maintaining a calm, courteous, and empathetic tone.
- Draft formal responses that reflect Distant Journeys' tone of voice and uphold company values.

#### **2. Collaborate across teams and suppliers**

- Liaise with internal departments (Product, Operations, Reservations, Marketing) and external suppliers (DMCs, airlines, hotels) to gather relevant information and resolve issues.
- Maintain accurate records of all correspondence and resolutions in the CRM system.
- Utilise partner platforms such as Feefo and Survey Monkey to assist with customer investigations.

#### **3. Support continuous improvement**

- Identify trends and recurring issues and provide feedback to management for service improvements.
- Ensure all complaint handling aligns with ATOL guidelines and consumer protection regulations.
- Support the Customer Support Manager with escalated complaints and assist in ad hoc tasks as required.

## **Skills & Experience Required**

- Experience in customer service or complaint resolution within the travel, hospitality, or related sectors.
- Excellent written and verbal communication skills with the ability to convey information clearly, tactfully, and empathetically.
- Strong organisational skills, capable of managing multiple cases and deadlines efficiently.
- Proven problem-solving skills, remaining calm under pressure and resolving complex or sensitive issues with care.
- Attention to detail and ability to review and analyse information from multiple sources.
- Working knowledge of ATOL guidelines and consumer rights is an advantage.
- IT proficiency including CRM systems and Microsoft Office Suite.

## **Personal Attributes**

- Empathetic and patient, with a genuine desire to support customers.
- Professional and resilient, even when dealing with challenging situations.
- Collaborative and a team player, with a positive and proactive attitude.
- Keen to learn and contribute to ongoing service improvements.