



Seasonal Customer Experience Coordinator : Home Based

6 Month Fixed-Term Contract: 4th Nov 2024 – 25th April 2025

Closing Date: Sunday 2nd September, 2024

In-person interviews will be held the week of 9th September in Galway

Join the thriving tourism scene with Hillwalk Tours! Our self-guided walking holidays offer unique experiences to explore stunning landscapes and local cultures. We are passionate about creating happy and memorable adventures for our customers, and always aim to ensure the highest quality in every route we create and offer. We believe in fostering a work environment that values our team as much as our customers, and offer highly desirable working conditions, such as working from home and flexible hours.

We are seeking a motivated individual, eager to join a great team in this buoyant industry. This role is **home-based**, Monday-Friday, 37.5 hrs per week. You will also be required to work **a minimum of one later shift per week from 2pm to 9pm**. A dedicated home office space and strong broadband connection are required.

Your primary task will be to book walking tours for our customers, ensuring accuracy and attention to detail at all times.

○ Key Responsibilities

- Ensuring all customer booking questions and queries are responded to accurately, in a friendly and time sensitive manner
- Diligently booking accommodation, walker and luggage transfers for our customers
- Inputting and accessing data on our in-house software system
- Work in collaboration with other team members to ensure any immediate issues and requests are actioned quickly
- Work smartly and resourcefully to meet and exceed metrics and deadlines
- Adhering to all company policies, procedures and work processes
- (Due to business demands some restrictions apply to holidays with this role)

The qualities you will need to demonstrate to be successful in this role include:

- Fluency in English (written and verbal)

- Polished communication skills and the ability to work within a remote team
- Self-discipline and motivation to stay on task, and manage your time effectively
- Reliability, accountability and commitment to your work in a remote working environment
- A proactive approach, excellent organisational and problem-solving skills
- An aptitude for learning quickly and a resourceful nature
- A calm demeanour

Further Application Details:

- **Location:** Galway/Clare/Limerick/Mayo – Home Based
- **Salary:** €25,000 (prorated over contract length)
- **Completion Bonus:** €500 (paid on completion of full contract only)
- **Start:** Monday 4 November 2024
- **How To Apply:** Send your CV and a covering letter to jobs@hillwalktours.com.
- **Incomplete applications are not considered**