



1 Melville Park, Newbridge, Edinburgh, EH28 8PJ

## Job Description – Customer Journey & Operations Assistant Edinburgh

### COMPANY OVERVIEW

Trans World Educational Experiences creates sports journeys that excite and inspire young minds. Our tailor-made sports-education experiences provide a global-perspective, complement and enrich the curriculum, and leave a lasting impact on participants' future development.

We use sport as a universal language to give children of all ages and abilities access to world class travel experiences - touring the iconic stadiums; training with professional coaches; playing in the biggest tournaments; and watching live sport. We are now looking for an outstanding person to join our team and deliver our offering to domestic and international markets.

### DESCRIPTION

Trans World Educational Experiences is one of the leading Sports Tour providers across the UK, Europe and the Middle East markets. We are a people business - preserving the quality of our staff and our tours to ensure we are living our values in everything we do are of utmost importance as we scale. A Customer Journey & Operations Assistant is one of the most important roles in the company, not only will you interact with the customers on a daily basis, you will be responsible for building and booking programmes.

### JOB PURPOSE:

- To provide support to the customer journey process
- To support the Operations Executive on the booking of domestic and international Experiences delivered in the UK
- To support the Customer Journey Executive on execution of the company sales and marketing strategy
- Play an active role in business development

### JOB DUTIES:

- Provide support to help manage the enquiries help desk
- Involvement in the delivery of all Experiences across the UK, Europe and UAE
- Manage supplier relationships
- Active role in the sales process of Experiences to domestic and international school and clubs
- Create Tour itineraries and provide pricing information
- Transfer information from internal systems to customer facing collateral
- Handling of bookings and payment systems
- Marketing, customer account management support and general social media engagement



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TransWorldEdEx



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#### CONDITIONS

- Competitive salary package plus supplementary day rate and expenses whilst on Tour
- Flexible conditions and international travel opportunities

#### Job Type: Full-time

**Required education:** University degree preferred

**Required experience:** Previous work experience in operations or customer related position: 1 year

**Required licence or certification:** Driving License

In terms of working hours, officially, the successful candidate will be working average office hours of 9am - 5pm Monday to Friday, but working in sports and travel it is likely there will be days when you'll need to put in extra time and work some weekends.

The successful candidate will be an effective communicator who is able to adapt their style and approach for different people and situations to ensure they are getting the best out of the people they are working with.

To apply, please send your CV and covering letter to [journeys@twedex.com](mailto:journeys@twedex.com) before the closing date of Thursday 31<sup>st</sup> August, with interviews taking place week commencing Monday 4<sup>th</sup> September 2017.



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