



3rd Floor, 162-164 Upper Richmond Road. Putney. SW15 2SL.
Admin: +44 (0)20 8394 6000. Sales: +44 (0)20 8394 6001. Support: +44 (0)20 8394 6002.
www.dolphind.com

Job Description

Job Title:

Customer Support Specialist

Summary:

As part of our support team you will help us continue to deliver industry leading customer service by supporting our UK and international travel agency / tour operator customers by phone, email and remote access. Your customers will come from varying backgrounds within the travel industry and therefore the role will suit someone with a good general understanding, or a strong desire to broaden their existing Travel industry knowledge.

Responsibilities:

- The majority of this person's time will be spent providing technical and functional support to users of Dolphin Dynamics' range of software including: Dolphin Reservation Module and Dolphin Booking Management Module.
- The role will entail: Answering and logging calls from customers, researching problems, analysing customer databases and working closely with other internal departments to obtain a solution to customers queries.
- This position crosses both 1st and 2nd level support, therefore, the person will be conducting advanced troubleshooting while working in a very busy environment. The person will be expected to gain a good understanding of SQL databases, Contract loading, Basic accounting methodology, Citrix networking, Customer product installations and Crystal reports to facilitate resolving customer queries.

Minimum Education/Experience Requirements:

- Bachelor's degree highly desirable
- Varied experience of working in the travel industry and/or providing technical support to travel agents
- Knowledge of supporting PCs and Windows

Knowledge, Skills and Abilities:

- Excellent written, verbal, and telephone communication skills
- Self-motivated and capable of working successfully under minimal supervision
- Able to thrive in a small, fast moving, fluid, and demanding organisation

- Fluency in English is essential and proficiency in other languages desirable
- Sound understanding of how travel agencies / tour operators work in the front office and ideally the back office
- Strong technical aptitude
- Essential to be a team orientated.
- Knowledge of databases and/or GDS' desirable

Training:

- Technical training will be provided on the company's software products
- Some training on internal database tools will be provided as necessary

Salary:

Depends on experience

Start Date:

Immediate

Contact:

Ian Osorio

Email: ian.osorio@dolphind.com

Phone: 020 8394 6000

Fax: 020 8394 6003