



Job Title

Customer Support Specialist

The Company

Dolphin Dynamics (www.dolphind.com) is an established company with over 28 years' experience in providing leading software solutions to tour operators, travel agencies and travel management companies. The company has around 35 employees who fulfil various development, customer delivery and support roles.

The Culture

Our company values do not just apply to the way we work with customers. Collaboration, long-term relationships, and integrity are central to the way we aim to treat our people. We will take your learning and career as seriously as you do. And will proactively work with you to develop your skills, helping you maximise your potential and progress your career.

The Role

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

This position crosses both 1st and 2nd level support, therefore, the person will be conducting advanced troubleshooting while working in a very busy environment. Most of this person's time will be spent providing technical and functional support to users of Dolphin Dynamics' range of software.

The role will entail:

- Answering and logging calls from customers
- Triaging and researching via multiple channels to provide immediate results, or closely collaborate with other departments to obtain satisfactory solutions

The person will be expected to become proficient:

- Travel contract loading
- Basic accounting methodology
- Customer product installations
- Crystal reports to facilitate resolving customer queries
- Good understanding of SQL databases
- Microsoft RDS (Remote Desktop Services) infrastructure



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

Skills and Abilities:

- Excellent written, verbal, and telephone communication skills are essential
- An excellent communicator and team-player who thrives at building relationships and collaborating with others
- Essential to be 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
- Strong practical aptitude, with a passion for learning and motivated by results
- Essential to be a team orientated.

Salary & Benefits

- Salary commensurate with experience
- Hybrid working (after probation period)
- Pension contribution
- Employee profit share scheme
- Private health insurance
- Ride to work scheme
- Active social committee including regular company drinks, sponsored events, and fortnightly company lunches.
- Beer fridge, pool table and dartboard

Start Date

Immediate

Contact

Ian Osorio

Email: ian.osorio@dolphind.com

Phone: 020 8394 6002