

Customer Service Manager

Location: Newcastle Upon Tyne (opportunity for flexible working available)

Salary: £28-£34k

Closing date: 20th January

"I think the team at Skedaddle are all extremely great people and everyone is SO hardworking and brings their own personality/quirks to the job and office which makes coming to work really enjoyable. The trips and holidays we provide I think are of great quality and the feedback we receive really confirms this. I have never worked in a team where I have got along with and felt so welcomed and supported by every member of the company as well as I do at Skedaddle. Whenever I am asked about where I work I enjoy being able to tell friends/family etc about Skedaddle which I think shows how proud I am to work here." – Anna, Travel Consultant

Our business...

For over 25 years we have had one simple mission: to inspire as many people as possible to travel by bike. We believe there's no better way to really experience a place, its people and its culture.

From our offices in the UK, Spain and Italy, to our guides and partners across five continents, we are one caring and passionate community built on enthusiasm, support and of course, having fun! We are looking for active people who want to make an impact in a growing business, delivering an excellent service and fantastic products you can be proud of.

Like all the best bike rides, the journey at Skedaddle can be fast paced and challenging, with changing scenery rewarding you with a sense of satisfaction and a smile on your face. If we sound like your kind peloton get in touch.

Our role...

Leading our team of travel consultants, the Customer Service Manager is responsible for ensuring we provide an unforgettable experience for new and existing customers across our international cycling holidays.

The Customer Service Manager will continue to develop our service led approach to sales, managing and improving our processes so that each customer has the right info at the right time and can be confident and inspired in booking with Skedaddle. When things don't go smoothly the Customer Service manager will take ownership of customer issues, collaborating with other experts in our team to resolve any problems.

With no two days the same, this role is perfect for a leader who thrives in a fast-paced environment and loves putting a smile on the face of our customers and our team.

Responsibilities will include...

- Managing resources within the sales and customer service team to ensure a fair distribution of workload and the completion of all tasks on schedule
- Engaging the team to effectively prioritise workloads and find solutions to deliver during busy periods
- Completing daily checks on all parts of the Skedaddle dashboard

- Proactively identifying improvements in the sales and customer service processes and work with others to deliver change, always asking how we can do better
- Facilitating regular sales and CS team meetings
- Serving as an escalation point in the resolution of customer complaints
- Demonstrating Skedaddle's friendly, approachable, and professional approach to customer service
- Demonstrating a desire to resolve customer issues across the business
- Line managing and mentoring our team of travel consultants in line with Skedaddle's value
- Leading on defined projects which contribute to Skedaddle's objectives
- Tasks from the Travel Consultant role, our main sales and customer service position, as required
- Other activities and projects as required

You will have...

- A passion for customer care
- A background in leading customer service teams, managing and mentoring people to help them achieve
- A collaborative approach, happy to get stuck in and help out
- Excellent communication skills both verbally (including over the phone) and written
- Great attention to detail
- Fantastic time management and prioritisation skills
- Expertise in generating sales through a service led approach
- Good IT literacy
- A desire to develop expert knowledge in our product and wider business
- The ability to work with partners across different countries and cultures
- A strategic approach, able to develop and implement long term plans
- The ability to generate and share great ideas with the drive and organisational skills to implement them effectively
- The ability to work under pressure and to tight deadlines
- A passion for active travel and cycling
- The capability to work well in a close team, while still being personally accountable for what you deliver
- A fun, enthusiastic, energetic and a friendly attitude
- An action orientated and professional approach, working well with responsibility
- A caring and passionate focus – with the motivation to make a difference
- A future focused attitude that aims to meet the visions and goals of Skedaddle

What we can offer you...

- One fully paid staff trip a year to experience a Skedaddle holiday
- 20% discount off further trips, including for your close friends and family
- Opportunities for flexible working
- Training and development to support your personal growth
- Discount off food and drink at our onsite café, [The Cycle Hub](#)
- Access to company bikes
- Discounts on bikes, parts, accessories and kit

- Informal office environment with bike storage, staff kitchen, hot drinks, casual dress and the best view in Newcastle!
- 23 days holiday per year plus Bank Holidays
- Annual salary reviews
- Company pension scheme
- Enhanced maternity, paternity and parental leave

Interested?

If so, then please send a CV and covering letter to careers@skedaddle.com or call 0191 300 8688 for a confidential chat with one of our fabulous team!