

# **PADI EMEA Ltd.**

## **Job Description**

**Job Title:** Customer Relations Consultant  
**Department:** Customer Relations  
**Reports to:** Customer Relations Manager  
**Location:** Bristol  
**Job Code:**

**Date Last Reviewed and or Revised:**  
**November 2017**

### **JOB PURPOSE / SUMMARY**

*To support the customer service department and the four corporate primary objectives: safe and responsible diver acquisition and retention; quality member acquisition and retention; financial prosperity; global operational alignment, by providing an exceptional level of service and support to PADI customers, and giving that all important excellent first impression for our members of PADI and our employees.*

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned

- Represent and promote PADI, its training systems, philosophy, products and programs through all forms of communication (e-mails, telephone, shows etc.). Take part directly and indirectly in the introduction and promotion of programs and new products (eLearning, PIC online for individual members etc.).
- Support customers (PRRA, individual members and recreational divers) with a high quality consulting service and with a smooth handling of administrative processes.
- Research and investigate information to enable the successful processing of applications.
- Manage, organise, and update customer data using the relevant database applications.
- Interpret instructions and issues arising, and then implement actions according to administrative policies and procedures.
- Participate at shows and other events organised by the company.
- Assist with receptionist duties as and when required.
- Establish and maintain effective working relationships with colleagues and members.
- Maintain regular consistent and professional attendance, punctuality, personal appearance, and adherence to relevant health & safety procedures.
- Pursue personal development of skills and knowledge necessary for the effective performance of the role.
- Assist the company with ad-hoc translations and proof reading of communications
- Perform other tasks as assigned by Supervisor or Manager that help to improve the overall efficiency and performance of the department.
- Adhere to all Company Policies

### **PERFORMANCE OBJECTIVES**

- Communicate and liaise verbally and in writing between customers and internal staff, interpret and respond clearly and effectively to spoken requests over the phone and to verbal or written instructions.
- Be a role model for PADI professionals in terms of attitude, dedication and enthusiasm
- Benchmarks, and pledge targets are met
- Treat confidential data responsibly and conform to GDPR and PCI standards when handling credit card information

- Attention to detail
- Work independently and as part of a team

## **PERSON SPECIFICATION**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **QUALIFICATIONS, EDUCATION and/or EXPERIENCE**

- Educated to A' level standard or equivalent (Essential)
- Telephone customer service (Essential)
- Experience of working in busy customer focused business (Essential)
- Experience of dealing effectively and proactively with a wide range of customer issues (Essential)
- Recognised customer service qualification (Desirable)
- Experience of international customer service across cultures (Desirable)
- Experience of target orientated working environment (Desirable)

### **WORK BASED COMPETENCIES**

- Experience of working independently (Essential)
- Experience of working as part of an effective team (Essential)
- Excellent communication skills both written and oral (Essential)
- Experience of delivering excellent customer service via e-mail and telephone (Essential)
- Excellent IT skills including Microsoft Office (Essential)
- Understanding of what makes good customer service (Essential)
- Experience of handling difficult customer queries (Desirable)

### **BEHAVIOURAL COMPETENCIES, Ability and Willingness To:**

- Customer orientated
- Proactive and self-motivated
- Excellent attention to detail
- Good organisational skills
- Ability to meet deadlines
- Experience of working independently
- Understand and follow work rules and procedures
- Demonstrate professional behaviour that supports team effort and enhances team behaviour, performance and productivity
- Interest in Diving (Desirable)

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardised situations.

**PERSONAL ATTRIBUTES**

- Interact well with colleagues
- Ability to work under pressure
- Willing to accept constructive criticism

**SPECIAL REQUIREMENTS**

- Must be eligible to live and work in the UK

**LANGUAGE SKILLS** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

- English Level C2 (Essential)
- German Level C1 (Essential)
- French Level C1 (Essential)