



australia

## Aboriginal and Torres Strait Islander Opportunities

### Guest Contact Centre

**Job no:** 501632

**Work type:** Full Time

**Location:** Brisbane

At Virgin Australia, we want to ensure our workforce is representative of the communities in which we live, work and fly.

Virgin Australia proudly employs many Aboriginal and Torres Strait Islander people and want to continue our work to be considered an Employer of Choice for our indigenous communities around the country.

Virgin Australia are partnering with Diversity Dimensions to provide roles within our Guest Contact Centre for Aboriginal and Torres Strait Islander people. Diversity Dimensions support with a tailored recruitment process, face to face training and mentoring programs to set you up for success in these roles.

#### About the role

The Virgin Australia Guest Contact Centre is a centre of excellence in delivering superior customer service, driving revenue and achieving operational efficiency. We are currently recruiting for red hot agents to join our team, who have a genuine desire to help others, solve problems and ensure the best outcome for our guests.

No two days will ever be the same in this role, as airlines can be a complex environment. It is a very exciting opportunity to learn and extend your excellent customer service skills to be a part of our great team culture.

As a Guest Contact Centre Agent at Virgin Australia, you will:

- Provide exceptional customer service to Virgin Australia Guests who contact our department. This includes assisting with flight bookings, change and cancel transactions; as well as troubleshooting and solving issues on behalf of our customers.
- Provide a superior service experience by building and maintaining positive relationships with new and existing customers.
- Increase revenue by being an expert in and promoting Virgin Australia products and services.
- Reduce customer effort by quickly and efficiently servicing calls, in a one call resolution environment.

**Please be advised that Guest Contact Centre Agents work rotational shifts across Mon – Fri 5am – 11pm and Sat-Sun 5am – 8pm.**

#### Who you are:

- **A Champion of Better.** You strive to make things better for the team and the business.
- **A customer service expert.** You strive to ensure the best outcome for your customers.
- **A superior communicator.** You pride yourself on your verbal and written communication skills and are comfortable in speaking with customers around any situation.
- **A team player.** You work collaboratively to achieve the goals of the business.
- **A level headed self-motivator.** You have no problems remaining calm under pressure and will put your head down and work through it.

#### What you'll need:

- A strong background in customer service, with a proven record of enhancing customer experiences. Experience promoting and selling products and services.
- Intermediate knowledge of Microsoft Office applications.
- Experience in a General Reservation and booking systems ideally a GDS (Global Distribution System).
- Previous experience in a Contact Centre/call taking environment, or airline/travel agency will be advantageous.

#### What you'll get from us:

Let's be honest – you skipped to the best part, didn't you?! And why wouldn't you with these benefits:

- Experience the *Virgin Australia Culture* which is unlike anything else you have experienced. Become part of an internationally recognised brand that feels like family.
- The sky is the limit when it comes to *career development*, feel encouraged to diversify your skills and experience with access to internal vacancies.
- See Australia and the world with access to heavily discounted flights for you, your family and friends on Virgin Australia and many of our interline partners. We are extremely proud of our Team Travel program and it won't take long to realise why.
- Take advantage of countless *industry discounts* – Lounge membership, hotels, travel insurance, car hire, tours, retail... the list goes on.
- Improve your *Mind, Body and Soul* with access to *discounted fitness programs* and a *free onsite physiotherapist*. We also offer *discounted Corporate Health Insurance* through multiple partners to suit your individual lifestyle.

Virgin Australia is a work place free from discrimination and the diversity of all our teams enhances our diversity of thought. While our people have diverse backgrounds and offer different skills and experiences, as a team, we are united by shared values and a will to make things better.

#### Interested?

If you're of Aboriginal or Torres Strait Islander decent and are ready to join this collaborative team that make a real difference to the customer experience of an award-winning airline, then we want to hear from you.

Virgin Australia are partnering with Diversity Dimensions for this recruitment project. Diversity Dimensions will be the point of contact throughout the recruitment process and your application will be forwarded across to them for review.

For further information, please email [gsoulintzis@diversity-dimensions.com.au](mailto:gsoulintzis@diversity-dimensions.com.au)

**Applications close Sunday 9 December 2018.**

**CLICK TO APPLY**