



Proprietary TLC Relationship Management (P) Ltd.

Job Title: Customer Services Coordinator (Member Help Desk)

Reporting To: Program Manager

Location: _____

Job Purpose: To plan and carry out Member Servicing Activity on the Phone to ensure a very high level of Member Satisfaction. Garner leads to generate new Membership Sales.

Customer Services Coordinators Responsibilities and Accountabilities

1. To make the following calls on an ongoing basis to build relationship with Members to ensure overall satisfaction and a higher renewal rate. Generate new Leads for Memberships on each call.
 - a. Calls to schedule deliveries of Member Packages / Collection of Payments
 - b. Post Package Call to understand satisfaction on delivery of pack, updating personal information (birthdays, emails ids etc) and taking Nominations.
 - c. Call on Non Users List
 - d. Birthday and Anniversary Calling
 - e. Promote specific promotions / offers by cuisine selection
 - f. Handle invites for events
 - g. Answer all Member queries on the same day.
 - h. Maintain Member history for all issues till these are closed.
 - i. Post dining feedback within two days of the member's visit.
 - j. Return Kit Calling
 - k. Complimentary Room Night Calling to push complimentary rooms in off season.
2. Update Member Feedback in the software.
3. To manage Incoming Calls on the Member Help Desk and track all call backs, follow ups for timely closure of the issues.
4. Generate relevant reports and MIS

General

- a. Ensure End of Day check list like Reservations sent for the day, Bookings for the weekend etc.
- b. Ensuring Member Packages are being sent in an accurate and timely manner
- c. Ensuring all Member feedback is recorded and studied for trends and discussed with the Program Manager on a daily basis.
- d. Repetitive and very harsh feedback must be escalated to the Client / Company in a timely manner for a prompt corrective response.
- e. Escalating any issue in the Program which does not adhere to Company Policy immediately to the Executive Manager and CEO if required.
- f. Ensuring Grooming and hotel use as per the Company's HR Policy
- g. Maintaining confidentially of all data / information gathered during work

Reach out to us at TLC Employee Help Desk: www.tlgroup.com/Employee

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