

# Q U I N T E S S E N T I A L L Y

Job Title:	Head of Member Assistance
Division:	Concierge – Quintessentially Limited
Reporting to:	Director of Operations
Direct Reports:	Member Assistance Team, Team: <ul style="list-style-type: none"> <li>- AskQ &amp; AskQ Corporate</li> <li>- Dedicated</li> <li>- Elite</li> </ul>
Pay Scale:	
Hours of Work:	8 to 5 PM  However, it may be the case that in order to fulfill the duties of the role, different or additional hours may be necessary.  Requirement to be on call outside working hours in case of service-related emergency.
Job Summary:	<p>The Head of Member Assistance is responsible for the efficient and effective service delivered to Quintessentially Lifestyle’s Private and Corporate Members, and management of the Member Assistance team in India.</p> <p>The role’s remit includes creating and nurturing a corporate culture, working environment &amp; approach conducive to delivering service excellence consistently, and with pride, along with providing growth and development opportunities for our Lifestyle Managers (LMs).</p> <p>The Head of Member Assistance is responsible for meeting internal Service Level Agreements (SLAs) and using data to track team output.</p> <p>The management of the Member Assistance team throughout the course of the Membership (through the CRM program) will have a direct impact on the renewal rate % of each office and local Members. The Head of Member Assistance will be responsible for renewals as well as performance of the AskQ Corporate team against client contracts and ad hoc special projects.</p>
Main Duties & Responsibilities to include but not limited to:	<p><u>Quality Assurance-related:</u></p> <ul style="list-style-type: none"> <li>- Create and nurture a working environment &amp; approach conducive to delivering consistent service excellence as measured against internal Q SLAs and corporate SLAs;</li> <li>- Responsible for the day-day management of the Concierge team;</li> <li>- Provide operational and organizational support for the Heads of Teams including overseeing the rota, scheduling, PTO etc.;</li> </ul>

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	<ul style="list-style-type: none"><li>- Responsible for pulling and collating all reports pertaining to Member servicing (e.g. How many LM requests fulfilled per month, low usage reports, ensuring commissionable requests are logged properly);</li><li>- Analyzing monthly call and Qforce request statistics, producing management reports where required, and taking any necessary follow up action;</li><li>- Conduct monthly Qforce spot checks per LM to assist with Quality Assurance &amp; performance evaluation initiatives;</li><li>- Ensuring all Qforce (CRM system)-related housekeeping, resulting from management reports, is updated &amp; corrected according to instruction;</li><li>- Meeting with team weekly. Set and monitor goals and KPIs (key performance indicator ) for the team as a whole and for each individual head of team. Review these KPIs monthly, change where needed;</li><li>- Work closely with Member Retention &amp; Training Manager to monitor monthly renewals, rates and complaints.</li></ul> <p><u>Service-related:</u></p> <ul style="list-style-type: none"><li>- First point of contact for all international offices relating to India Member-related service issues;</li><li>- Ensure Quality Service Standards are followed and attend Global Training Modules.</li><li>- Daily supervision of all India Members' requests – inbound &amp; outbound – ensuring these are carried out in accordance with company standard of service – 'Golden Rules of Member Assistance' across request management and fulfillment.</li></ul> <p><u>HR-related:</u></p> <ul style="list-style-type: none"><li>- Oversee all hiring for positions to be filled on the Member Services team. Responsible for interviewing internally in order to promote from within. Assist with interviewing external hires and send out subsequent offer letters;</li><li>- Oversee all internal disciplinary action within the team with the support of HR: written/verbal warnings, write-ups, suspension, termination;</li><li>- Refresh and maintain team incentive structure;</li><li>- Assist in on-going mentoring &amp; development of existing LM &amp; Specialist staff (appraisals, performance monitoring etc.)</li></ul>
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<p>Skill Set Sought:</p>	<ul style="list-style-type: none"> <li>• Work background in any of the following sectors/areas: Personal or Executive Assistant, Customer Service, Guest Relations, Lifestyle and or Account Management, Hospitality management, Hotel management, luxury travel &amp; leisure.</li> <li>• Managing a team, department or being most senior/first point of contact for mid-large size companies, hotels or brands.</li> <li>• Skill set of handling of senior executives, VIPs, suppliers, clients etc.</li> <li>• In-depth understanding of requirements involved in the lifestyle management of affluent, high-net worth individuals.</li> <li>• Good knowledge of worldwide travel destinations &amp; luxury products/services, given that our Members are based around the globe &amp; request info regarding predominantly travel, leisure &amp; services worldwide.</li> <li>• Possess: Total- 6-8 Yrs             <ul style="list-style-type: none"> <li>○ Minimum of 5 years in Customer Service; and/or</li> <li>○ Minimum of 3 years as Customer Service Manager.</li> </ul> </li> </ul>
<p>Requirements:</p>	<ul style="list-style-type: none"> <li>• Excellent written &amp; oral communication.</li> <li>• Passionate about customer service &amp; delivering service excellence.</li> <li>• 'Can-do' attitude – ready to get involved at all times.</li> <li>• Creative problem solving &amp; top notch organizational skills with attention to detail.</li> <li>• Confident, with the ability to prioritize, delegate and meet deadlines working under pressure.</li> <li>• Ability to remain calm &amp; courteous under pressure, and effective conflict management.</li> <li>• Polished appearance.</li> <li>• Has dealt with confidential information using discretion and sensitivity at all times.</li> </ul>