

Balance Collections Administrator

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Company: Haven

Location: Hertfordshire

Category: business-and-financial-operations

Balance Collections Administrator

Hybrid – 2-3 Days in office per week

6 Month FTC / Full Time (35 Hours)

Competitive Annual Salary & Benefits

Haven are seeking an exceptional Administrator to facilitate the collection of outstanding holiday balances from guests that have failed to make payment on time.

The Balance Collections Administrator will support the Haven contact centre, Haven parks and overall business by chasing guests for payment by telephone and email to ensure that holidays are paid in full before the date of travel and will cancel holidays for non-payment where necessary, ensuring that guests are aware when this has been done to avoid them arriving on holiday without a booking.

As a hybrid role, you will work from our Head Office in Hemel Hempstead 2-3 days per week.

Your Opportunity:

To learn, develop and become an expert in a key area of the business by:

- Calling and emailing guests to make them aware of outstanding balances and encourage them to make payment of these within agreed timescales.
- Ensuring balance chasing is completed for dates a minimum of 6 weeks prior to arrival.
- Meeting KPIs for numbers of guests contacted per day.
- Reporting the movement of outstanding holiday debt to ensure all relevant areas of the

business are aware of what is outstanding.

- Working with parks to keep them up to date on cancellations and outstanding balances.
- Reviewing and clearing any aged debt on bookings for past dates.
- Managing reports for failed automatic payments and contacting guests within agreed SLA's.
- Providing reports to parks for bookings not cancelled for non-payment for minimal balances.
- Providing a weekly report on overall outstanding debt and movement from the previous week
- Supporting other areas of the business or tasks as required.

What we'd like you to bring:

- Confident in the use of all Microsoft programs, especially excel.
- Pro-active, problem solving attitude
- Excellent written and spoken English
- Good Organisational Skills
- Product Knowledge
- Administration Experience

Good to Have:

- Knowledge of contact centre booking processes: knowing how to make, amend and cancel a booking

What's In It For You?

- Holiday allowance that rises with service, plus a 'Holiday Buy Scheme'
- Annual bonus
- 20% discount on both Haven and Warner Hotels holiday for you, family and friends
- Comprehensive wellbeing support
- Access to the Bourne Leisure corporate box at the O2 Arena ,London
- Exclusive discounts with corporate partners
- Exciting career pathways, including Learning and Development opportunities such as Apprenticeships and Degrees
- Enhanced family friendly policies and pay (eligibility criteria applied)

Who are we?

We're part of an award-winning Bourne Leisure family, which includes Haven & Warner Hotels.

We have 9,000 fantastic team members and 39 beautiful seaside locations and our HQ based in Hemel Hempstead.

What's it like to work with us?

Working with us is ultimately defined by our exceptional people and teams. At Haven, we take pride in our Breath of Fresh Air culture, which focuses on valuing and supporting every team member. We prioritise openness and transparency in our interactions allowing our team members to be their authentic selves.

We operate a hybrid working model, meaning 50% of your working week will be spent at the office, occasionally on Park, or at external events.

What can you expect during the recruitment process?

The interview process will be up to 3 stages and may contain a presentation or skills test, depending on the role.

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