

# JOB DESCRIPTION



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<b>POSITION TITLE:</b>	<b>Travel Specialist - Nordic (Holidays)</b>
<b>REPORTS TO:</b>	Customer Experience Team Leader (Nordic)
<b>PLACE OF WORK:</b>	Hybrid working part Dorking, part remote working

This job description is designed to give you an understanding of what is expected from you in this role as well as how the position relates to the rest of the company.

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## Key Points:

- Working week shifts – 08:00-16:00 / 09:00-17:00 / 10:00-18:00
  - Saturdays on a rota basis with a day off in lieu (normally once a month)
  - Emergency phone cover, mandatory requirement (approx. 2 – 3 weeks a year)
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## DUTIES AND RESPONSIBILITIES:

- Follow up on incoming and existing enquiries over the telephone, video calls, in person, email and internet (via Live Chat facility).
- Create high quality package and bespoke itineraries specific to your customers' needs and expectations.
- Act as a single point of contact for the customer throughout their booking journey and maintain regular contact with them throughout.
- Aim to achieve maximum margin on each booking by proactively upselling, including selling ancillary products.
- Action sales follow ups to help maximise conversion and provide feedback for non-conversion.
- Always be offering enhancements to a customers' itinerary to help deliver the best possible experience.
- Produce accurate customer documentation and ensure it is sent within the company timeline guidelines.
- Book all the necessary travel arrangements following a customer making a booking and offer suitable alternatives to any arrangements that are unavailable.
- Maintain the skills to maximise sales from the initial enquiry and actively seek new leads outside of peak enquiry periods.
- Build strong relationships with your customers and trade partners to facilitate excellent customer service and drive repeat bookings and recommendations.
- Exceed customers' expectations by ensuring a personalised and first-class level of service is provided consistently to every customer to engender repeat business.
- Maintain an excellent degree of knowledge on the destinations and products within the company's portfolio to assist the customer through their booking journey.
- Assist your colleagues with other tasks as required, sharing your knowledge and expertise and provide support.
- Customer response times to be in line with company guidelines throughout the customers booking journey.
- Maintain an excellent working relationship with your Customer Experience 'buddies' and ensure you are working as effectively and efficiently as you can, which includes having excellent lines of communication.
- Identify opportunities to 'surprise' and 'delight' the customer throughout their booking journey.
- Undertake regular call listening to ensure call quality and customer expectations are maintained.

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## **GENERAL:**

- Attend monthly 121's with your line manager to review performance, development and key objectives.
- Participate in regular meetings and product training sessions. Create training files and ensure notes are compiled and kept up to date.
- Ensure you are aware and understand the company's sales direction and strategy and that you contribute to the success of them.
- Assist other teams and departments as required.
- Attend and represent the company at trade and public exhibitions/shows/open evenings.
- Attend familiarisation trips, as needed, to ensure appropriate product knowledge.
- Be part of a team offering support and assistance to the business in the event of a crisis, this may be outside of regular working hours.
- During peak booking times, Sunday opening times may apply and therefore a Sunday rota will be in effect. This will be in return for lieu time/overtime.
- Maintain flexible working hours to facilitate customer needs and expectations.
- Have responsibility for the emergency phone, on a rota basis.

## **SKILLS/EXPERIENCE REQUIRED:**

### ***Essential***

- Previous experience of working in travel sales with proven skills of up-selling and cross-selling.
- High degree of flexibility and adaptability to deal with change, growth and pressurised deadlines.
- Strong influencing and negotiating skills
- Confident user of Office365.
- Strong customer service focus and skills.
- Nordic experience not essential as full training will be given. But tailor-made knowledge and experience within a travel sales environment is required.
- Excellent communicator with the ability to listen and interpret information to ensure each client's trip is personalised to their requirements
- Sound organisation skills and flexibility, with experience of managing multiple work streams
- Excellent written and verbal English
- High level of accuracy and attention to detail.
- Ability to problem solve
- Good knowledge of Microsoft Word, Outlook, Excel, Office365 and PowerPoint
- Ability to be organised and thrive on working in a pressurised environment and to strict deadlines
- Strong customer service skills
- Team player with a friendly, helpful manner and personable nature
- Ability to communicate with people at all levels
- Results and target orientated
- Confident and approachable

### ***Preferred (will enhance performance in the position)***

- Experience of working in a small to medium enterprise
- Knowledge of Amadeus
- Knowledge of the destinations sold by DTW

Discover the World reserves the right to vary your tasks, duties and responsibilities at any time and from time to time according to the needs of the business. However, you will not be assigned to duties or required to perform services which you cannot reasonably perform, or which are outside the range of your normal skills and experience. There will also be times when you may be asked to transfer, either temporarily or permanently, to an alternative job within the Company. Where this is agreed with you, either on a temporary or a permanent basis, it will be confirmed to you in writing.

**Signed:**

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**Date:**

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