



Sales Support Agent

DESCRIPTION

Established for over 40 years, we pride ourselves on offering the best services to independent travel agents who need our product expertise to help them create tailor made travel arrangements for their customers the USA, and now even more worldwide destinations.

JOB PURPOSE

Making changes required to bookings
Dealing with customer queries

REQUIREMENTS

1. Essential Experience

A minimum of 2 years previous and recent experience working in a UK based travel agency or tour operator is essential
USA Destination knowledge
I.T skilled to a high standard to include Excel, Word and Outlook
Previous telephone Customer Service experience
Polite, professional and enthusiastic telephone manner
Previous experience of using Airline Reservations Systems essential.

2. Useful Experience

Good communication skills
Outgoing personality
Previous Customer Service experience.



HOURS OF WORK

37.5 hours per week, including 1 hour for lunch.

Monday – Saturday 9am - 5.30pm with a day off in lieu when working a Saturday.

BENEFITS

Salary of £22,748 per annum

5% commission on both new bookings and after sales amendments

Plus £1,200 Working from Home Allowance payable monthly at £100 per month

28 days paid holiday (including Bank holidays) increasing to up 33 days for long service.

Plus 1 additional paid day's holiday for your birthday

Annualised hours giving the opportunity to bank additional worked hours to be used another time.

Home Working

Excellent training

Wellbeing Programme including mindfulness and meditation courses

Perks at Work Discount Programme

Money towards optical and dental

Virtual GP telephone and video appointments

Employee Assistance Programme

Workplace Pension

Optional Private Dental Insurance Plan

Familiarisation Trips,

Holiday Concessions and Incentives

Online Company events

2 in person company events per year