

Agency Partnership Executive

USAirtours are a dynamic and forward-thinking organisation specialising in tailor-made travel services to the USA, Canada, Mexico, and the Caribbean.

Are you a resilient, target-driven individual with a knack for building relationships over the phone? Do you have the confidence to ask the right questions and the positivity to turn objections into opportunities? If so, we want to hear from you!

Responsibilities:

- Engage with past and potential new travel agents through outbound phone calls.
- Build strong relationships with agents to encourage bookings with USAirtours over competitors.
- Use positive communication and effective questioning to uncover agent needs and provide tailored solutions.
- Maintain a high volume of outbound calls, aiming to achieve daily and monthly targets.
- Update and maintain accurate customer records in the CRM system.

The Successful candidate will be able to demonstrate the following:

Essential Experience

- Previous outbound sales calling experience, ideally in a B2B environment.
- Ability to spend extended periods (6+ hours per day) engaging with customers over the phone.
- Self-motivation with a target-driven attitude.
- Strong communication skills, both verbal and written, with the ability to overcome objections.
- Competence in using computer systems to manage and update customer records.

Desirable Experience

- Background in the UK travel industry.
- Knowledge of USA travel destinations.
- Personal experience of travelling to the USA.

In Return, We Are Offering:

- Competitive Earnings: Basic salary of £24,570 per annum, with the potential to earn up to £30,000 OTE (including up to £550 monthly bonuses).
- Generous Holiday Package: 28 days of paid holiday (including bank holidays), increasing to 33 days with long service.
- An additional day off for your birthday.
- Working from home
- Workplace pension scheme
- Company shares incentive plan
- In house coaching programme
- Comprehensive Training: Expert training to help you succeed in your role.
- Financial, medical, and mental wellbeing programmes, including:
 - Employee Assistance Programme, including wellbeing support.
 - Mindfulness and meditation courses.
 - Regular online events
 - In-person company events (twice per year).
 - Access to qualified financial advisors
 - Pension hunter services
 - Virtual GP appointments
 - Yearly allowance for eye tests, dental additional therapies.
 - Shopping discounts
 - Discounts on personal holidays
 - Additional optional dental plan.

HOURS OF WORK

37.5 hours per week Monday to Friday, 9am to 5.30pm (including 1 hour for lunch)