

## Trade Sales Consultant

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

Are you an experienced travel professional with a passion for crafting unique tailor-made holiday experiences? Are you passionate about the areas we cover and thrive in a target-driven environment? If so, we want you to be part of our vibrant sales team!

### Responsibilities:

- Handle enquiries from travel agents via phone and email, providing expert guidance and support.
- Create high-quality, tailor-made travel itineraries, ensuring the best match for the agent's requirements.
- Convert quotes into bookings while meeting or exceeding monthly sales targets.
- Follow up on all quotes with calls and emails to maximise conversion rates.
- Offer upgrades and ancillary services to enhance client packages.
- Maintain clear and detailed notes for every quote and booking to ensure seamless service.
- Adhere to trade policies, call structure guidelines, and quality control processes.
- Attend training and coaching sessions to continuously improve knowledge and performance.

**The Successful candidate will be able to demonstrate the following:**

### Essential Experience

- Previous in a similar tour operator role or in a retail travel agency with previous experience of selling tailor-made holidays.
- Proven ability to meet sales targets in a fast-paced environment.

- Strong knowledge of USA travel destinations and products
- Confident and friendly telephone manner with excellent customer service skills.
- Ability to multitask, solve problems, and work well in a team

## **Desirable Experience**

- Previous use of Airline Reservation Systems (Galileo preferred).
- Experience with Dolphin or similar booking systems.

## **In Return, We Are Offering:**

- Competitive salary with uncapped commission (realistic OTE £30,000, although, high achievers earn over £40,000).
  - 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
  - Flexible Annualised hours for work life balance
  - 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

# USAirtours

The Travel Agents Choice

- 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.
- Familiarisation trips and incentives.

## **Hours of Work:**

- 37.5 hours per week, including a one-hour lunch break.
- Shifts within Monday-Friday (9am-5:30pm), Saturdays (9am-5pm), and Sundays (10am-4pm) with a day off in lieu when working weekends.

### **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, plus an additional day off for your birthday.
- Working from home
- Workplace pension scheme
- Company shares incentive plan
- **Comprehensive Training:** Expert training to help you succeed in your role.
- **Wellbeing and Financial Perks** including the following:
  - Optional dental plan.
  - Employee Assistance Programme, including wellbeing support.
  - Access to personal holiday discounts.
  - Regular online events
  - In-person company events (twice per year).
  - Access to qualified financial advisors
  - Pension hunter services
  - Shopping discounts
  - Discounts on personal holidays

### **HOURS OF WORK**

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