

After Sales Assistant

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.

We are offering you the opportunity to work for a dynamic organisation as a home-based After Sales Assistant in our busy Operations team.

JOB PURPOSE

To assist in the day to day operations of the Aftersales department
Supporting the agents and customers by responding to queries,
Contacting agent and customers to notify them of a change in their booking and seeking the best resolution
Run reports
Make changes required to bookings
Dealing with in resort problems

REQUIREMENTS

1. Essential Experience

- A minimum of 1 years previous and recent experience working in a UK based travel agency or tour operator is essential
- I.T skilled to a high standard to include Excel, Word and Outlook
- Previous telephone Customer Service experience
- Polite, professional and enthusiastic telephone manner
- Good communication skills
- Previous experience of working from home

2. Useful Experience

- Previous experience of using Airline Reservations Systems preferred
- Outgoing personality

In Return, We Are Offering:

- Salary of £24,570 plus up to 5% Personal Performance Bonus therefore on target earnings of up to £25,800 per annum
- 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)