**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 Administration Assistant in our busy Operations team.

**JOB PURPOSE**

To assist in the day to day running of the Operations department

Supporting the Operations department by completing various administration tasks

Run reports

Make changes required to bookings

Dealing with customer complaints

Contacting agents and customers to advise of any major airline or supplier changes and sourcing alternatives

**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](https://usairtours.workable.com/)
* [Previous experience telephone Customer Service experience](https://usairtours.workable.com/)
* Polite, professional and enthusiastic telephone manner

**2. Useful Experience**

* [Previous experience of using Airline Reservations Systems preferred](https://usairtours.workable.com/)
* I.T skilled to a high standard to include Excel, Word and Outlook
* Good communication skills
* Outgoing personality

**HOURS OF WORK**

37.5 hours per week including 1 hour for lunch.

Monday – Friday 9am - 5.30pm

**BENEFITS**

Salary of £24,570 per annum plus Personal Performance Bonus

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 for both financial and health

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