

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
- Previous experience of working from home.

Desirable Experience

- Previous use of Airline Reservation Systems (Galileo preferred).
- Experience with Dolphin or similar booking systems.
- Personal experience of travelling to the USA.
- Personal experience of cruising

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
- In house coaching programme
- Comprehensive Training: Expert training to help you succeed in your role.
- Regular online events

- In-person company events (twice per year).
- Familiarisation trips and incentives.
- 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, 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.