

Travel Consultant

Job description

Job title: Travel Consultant

Reports to: Head of Customer Experience

Location: Skedaddle HQ, The Cycle Hub, Quayside, Newcastle upon Tyne, NE6 1BU

Hours of Work: Full time (09:00 to 17:30 Mon-Fri)

Holiday Entitlement: 23 plus bank holidays

Salary: £18k - £22k depending on experience



Saddle Skedaddle is the UK's premier independent cycling holiday company. This key role, as part of the office-based team, provides sales, customer service and administrative support for our range of holidays. Our ideal candidate will have a passion for travel and enjoy all forms of cycling. As with all Saddle Skedaddle positions, depending on the individual's interests, there is the opportunity to travel on trips and develop understanding of the holidays.

Main Purpose of the Role

- Dealing with sales enquiries and customers queries
- Proactive sales activity
- Processing bookings
- Finalising tours to ensure everything is in place
- Following up on feedback post tour
- General office administration
- Maintaining and updating customer facing information

- Maintain trip final information
- Communicate with partner/supplier
- Process balances
- Finalise trip details with customer
- Finalise trip with partner/guides/supplier
- Follow up on feedback

While this role focuses on sales and customer service, the successful candidate will be required to help out with all areas of Saddle Skedaddle's work.

- Interested in travel and cycling
- Good communication skills
- Sociable team worker

Skills and knowledge

- IT literate
- Confident and friendly phone manner
- Expert in electronic sales and booking processes
- Expert in generating sales
- Can develop expert product knowledge
- Can develop knowledge of processes in other areas of the business
- Able to work with a range of partners in different countries and cultures.

You'll be working with

- Customer Experience Team
- Product team
- Operations team

Success Measures

- Customer satisfaction scores
- Financial targets
- Conversion rate
- Delivery against defined processes and to key milestones

Key Tasks

- Proactive sales tasks
- Responding to and capturing details of new customers and enquiries by phone, e mail and live chat
- Manage ongoing sales prospects
- Process bookings
- Manage bookings on unconfirmed trips

Personal Profile

Personal qualities and values

- Fun and friendly
- Energetic and enthusiastic
- Passionate about customer care

Key competencies

- Attention to detail
- Effective time management
- Ability to use initiative
- Fun
- Influencing
- Empathetic
- Flexible

Does this sound like you?

If you think so, then please send a CV and covering letter to adam@skedaddle.com or call 0191 265 1110 to chat.

Not exactly what you are looking for, but you'd love to work for Skedaddle?
We are always looking for good people with that special Skedaddle touch. Please send us your CV!

skedaddle.com