

### **Travel Consultant**

**Location:** Newcastle Upon Tyne (opportunity for hybrid working available)

**Salary:** £21,500 - £25,000

**“I think the team at Skedaddle are all extremely great people and everyone is SO hardworking and brings their own personality/quirks to the job and office which makes coming to work really enjoyable. The trips and holidays we provide I think are of great quality and the feedback we receive really confirms this. I have never worked in a team where I have got along with and felt so welcomed and supported by every member of the company as well as I do at Skedaddle. Whenever I am asked about where I work I enjoy being able to tell friends/family etc about Skedaddle which I think shows how proud I am to work here.” – Kerry, Travel Consultant**

### **Our business...**

For over 25 years we have had one simple mission: to inspire as many people as possible to travel by bike. We believe there's no better way to really experience a place, its people and its culture.

From our offices in the UK, Spain and Italy, to our guides and partners across five continents, we are one caring and passionate community built on enthusiasm, support and of course, having fun! We are looking for active people who want to make an impact in a growing business, delivering an excellent service and fantastic products you can be proud of.

Like all the best bike rides, the journey at Skedaddle can be fast paced and challenging, with changing scenery rewarding you with a sense of satisfaction and a smile on your face. If we sound like your kind of peloton get in touch.

### **Our role...**

Reporting to our Head of Customer Experience and working closely with our wider Customer Experience, Product and Operations teams, this role is responsible for ensuring we provide an unforgettable experience for new and existing customers across our international cycling holidays.

### **Responsibilities will include...**

- Dealing with sales enquiries and customers queries by phone, e mail and livechat
- Proactive sales tasks, activities and sales prospects
- Processing bookings and managing bookings on unconfirmed trips
- Finalising tours to ensure everything is in place
- Following up on feedback post tour
- General office administration
- Maintaining and updating customer facing information
- Maintaining trip final information
- Communicating with partners and suppliers
- Processing customer balances
- Finalising trip details with customers, partners, guides and suppliers
- Professionally following up on customer feedback and complaints to ensure customer satisfaction
- Seek in depth and up to date knowledge of Skedaddles products
- Supporting with additional duties and projects as required

### You will have...

- Passionate about customer care
- IT literate
- Confident and friendly communicator both in writing and over the phone
- An expert in electronic sales and booking processes
- An expert in generating sales
- Able to develop expert product knowledge and process knowledge in other areas of the business
- Able to work with a range of partners in different countries and cultures
- A sales or customer service background that aims to provide a second to none experience for our customers
- A passion for active travel and cycling
- The capability to work well in a close team, while still being personally accountable for what you deliver
- A fun, enthusiastic, energetic and a friendly attitude
- An action orientated and professional approach, working well with responsibility
- A caring and passionate focus – with the motivation to make a difference
- A future focused attitude that aims to meet the visions and goals of Skedaddle
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### What we can offer you...

- One fully paid staff trip a year to experience a Skedaddle holiday
- 20% discount off further trips, including for your close friends and family
- Opportunities for hybrid working after induction. Most of our team spend an average of 4 days in the office and one at home.
- Training and development to support your personal growth
- Discount off food and drink at our onsite café, [The Cycle Hub](#)
- Access to company bikes
- Discounts on bikes, parts, accessories and kit
- Informal office environment with bike storage, staff kitchen, hot drinks, casual dress and the best view in Newcastle!
- 23 days holiday per year plus Bank Holidays
- Annual salary reviews
- Company pension scheme
- Enhanced maternity, paternity and parental leave

As a global company we know the value of embracing a wide range of cultures, viewpoints and experiences. Building an inclusive team that embraces individuality allows everyone to be themselves, be happier and do better work so we welcome diversity in all its forms.

### Interested?

If so, then please send a CV and covering letter to [careers@skedaddle.com](mailto:careers@skedaddle.com) or call 0191 265 1110 for a confidential chat with one of our fabulous team!