

# NOBLE CALEDONIA

## JOB SPECIFICATION

**Position:** Travel Consultant, Full Time, Permanent

**Reporting to:** Reservations Manager

**Reportees:** 0

**The Role:** The Travel Consultant is responsible for administering a programme of tours and cruises from confirmation of booking through to departure. The focus of this role is on delivering accurate manifests and documentation to deadlines, whilst with providing excellent customer service. All of our clients are very important to us and it is essential that we meet and exceed the expectations of our passengers and deliver first class customer service, our administration and dispatch of information must reflect this as both written and verbal communication.

**Main Duties:** Including, but not limited to:

- Acquisition and maintenance of in depth product knowledge of tour programme and general knowledge of all other products on sale.
- Answering client or agent queries regarding tours in a timely manner.
- Assisting clients with changes and amendments to their bookings.
- Ensuring that any special requests (i.e., dietary, wheelchair assistance, etc) are accommodated where possible.
- Creating cruise manifests, transfer and hotel rooming lists and providing these to Product Managers, suppliers and field staff.
- Advising airport representatives of late changes to passenger bookings
- Producing confirmation invoices
- Accurate and timely dispatch of pre departure information and final documentation
- As a back up to the sales department in busier periods, selling directly to the public and via travel agents over the telephone or dealing with clients face to face in the office. Cross selling on to other products if the required holiday is not available or suitable.
- As a back up to the sales department in busier periods, liaising with flight department re upgrade and ad hoc flight requests.

### **Other Duties**

Noble Caledonia is a small company and as a consequence requires maximum flexibility amongst and within staff groups. Travel Consultants, together with other staff members, are therefore required, from time to time, to perform other duties which are not otherwise herein defined but which are a necessary feature of the company's trading and operations, including cover for sick leave, vacations and other short-term absences.

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## Criteria:

- Minimum of 2 year travel industry experience (cruise or tour operator travel consultant work preferred)
- Strong administration skills
- Accuracy and working to deadlines are fundamental to the role
- Able to prioritise and organize workload independently
- Strong ability to multitask independently
- Excellent communication skills with both spoken and written English equivalent to that of a native speaker are essential to liaise with clients, suppliers and colleagues
- Patient and empathetic telephone manner when dealing with clients
- Able to respond quickly and accurately to enquiries/changing priorities
- Keen eye for detail in order to produce detailed, accurate and professionally presented documentation
- Enthusiastic, reliable, self motivated team player
- Awareness of current affairs both domestic and international
- Working knowledge of MS Office and a CRS are essential.
- GCSE passes (or equivalent) in English & Maths are essential
- Diploma/degree in travel and tourism preferred
- Knowledge of Galileo preferred.

## Terms & Conditions:

- Salary – competitive depending on qualifications and experience
- Profit and performance related discretionary bonus paid annually
- Full time, permanent role
- 37.5 hours per week from 09.00-17.30 hours Monday to Friday
- 23 days annual leave rising to 28 days after 5 years' service and 33 days after 10 years' service + bank holidays
- Private Medical Healthcare scheme
- Pension scheme with company contributions starting at 6.50% of salary, increasing to 7.50% after 3 years and 10.% after 10 years (note that increased contributions are subject to employee contributions being made)
- Childcare voucher scheme
- Season Ticket Loan
- Product Training Visits
- Located in Victoria, London
- 6 month probationary period