

POSITION DESCRIPTION

POSITION: Travel Sales Consultant – My Holiday Centre

OVERVIEW: The Travel Sales Consultant manages the booking and associated needs of customers travelling to destinations offered by the My Holiday Brands. You will be expected to convert warm leads generated from inbound calls, online enquiries and previous customers daily. This includes inbound call handling, outbound calls to customers who have made enquiry online and email responses to customer queries.

The My Holiday Centre operates 7 days per week, excluding National Public Holidays.

Key Internal Relationships

- The role reports to the Team Leader and will have regular interactions with the Operations Manager, as well as Support and Product teams.

Primary Responsibilities

- The primary responsibility of the role is to Sell and book travel packages for customers making enquiries to the My Holiday Centre.

Specific Duties

- Manage inbound calls, make outbound calls and follow-ups, and manage email to defined expectations
- Deliver timely and accurate details to ensure timely information flow and payment of the clients holiday.
- Maintain customer and marketing information.
- Making outbound and/or receiving inbound calls with debtor/s to arrange payment of arrears or instalments
- Handle payments whilst ensuring high levels of customer service
- Effectively managing bookings and implementing alternate processes to ensure a great holiday experience.
- Deliver a relevant customer experience in line with Quality Model;
- Delivering on Service targets and managing customer experience
- Identify and refer/escalate complex situations as appropriate and as per policy to other areas of Travel Operations and the broader ITG
- Act as a point of reference for customers and other internal ITG customers, i.e. Corporate
- Maintain customer records in a professional and accurate manner
- Maintain ITG's databases
- Encourage customer-centric commercial behaviour amongst the team, using the sales and service methodology to identify and respond to customer needs
- Undertaking any other tasks assigned by the manager of this role, as requested

Key Competencies

- Time Management
- An ability to meet productivity targets within allocated time
- Highly motivated, self starter, organised
- Ability to work to deadlines and manage priorities
- Ability to work without supervision
- Account Management & Customer Service
- Innate ability to interpret customer demands and service proactively
- Attention to detail.
- Solutions orientated, positive attitude and approach
- Strong customer service ethic

Key Qualities

- A natural ability to interpret customer requirements.
- Positive attitude and an ability to work in a team
- Strong written and verbal communications
- Customer focussed
- Autonomous and able to make decisions within delegated authority
- Able to follow instructions and deliver best possible outcomes to the customer.
- Quality orientated.

This statement of duties is intended to give an indication of the scope and nature of work that an employee at this level may be expected to perform. However the statement does not restrict the employer's right to require the employee to perform any task that is within the employee's competency and skill which is reasonably incidental to or associated with the position held.

ACCEPTANCE:

I hereby accept the position of [\[insert name of position\]](#) and the terms of the position as described in the Position Description set out above.

Signed: _____

Dated: _____


