

JOB DESCRIPTION – Sales Support

This job description is not meant to be so rigidly enforced that the person concerned will not take on a job function outside their key areas of responsibility. Delegation of additional job functions may be determined by such things as incoming business, workloads, staff absence, new opportunities and common sense. This position can be a stepping stone for suitable candidates who wish to seek future promotion to a Travel Consultant role within the company.

Reporting Relationships

Department: Reservations
Reports directly to: Reservations Manager
Working with: Travel Consultants, Product and Costings and other Company Teams

Overall Aim of Position

- The primary role of Sales Support is to work in conjunction with Travel Consultants and the Reservations Manager in the effective management and accuracy of quotes and bookings.

Objectives

- Provide 'back office' support for reservations through loading or amending quotes, compiling confirmation packages and final documents
- Work with colleagues to ensure accuracy of all documentation produced
- Represent the professionalism of AWS and NFS at all times

Key Areas of Responsibility

Customer Service

- Provide high levels of internal and external service and meet or exceed company service standards
Please note - This role does not usually have contact with Travel Agents/Direct Clients however it may sometimes be required

Quotes and Itineraries

- Load quotes into FileMaker Pro records
- Locate current flight, accommodation, activities and transport pricing for creation of quotes
- Check the loaded quote to ensure all details have been entered, arrangements link up, the itinerary flows and makes sense and all information and pricing is accurate prior to submission to the Product and Costing Team

Bookings

- As directed set up client booking folder and ensure all relevant information is included
- Assist in the compilation of confirmation packages ensuring all information is included and correct
- Assist in the production of final documents ensuring all information is included and correct
- Arrange mail outs of confirmation packages and final documents

Administration

- There are a range of office administrative tasks that are shared between members of the support team. These include but are not limited to – sending out brochures, brochure stock control, generating reports, filing, checking & posting mail, ordering stationery, reviewing and forwarding company voicemail messages.

Organisational and Records Management

- Assist to set up and maintain all quotes and bookings as per company checklists and procedures
- Record relevant and useful information on client files to assist with future interactions with them
- When new information is received from operators/other providers forward to Product Team Leader
- Organise personal work load by using the FMP diary/other tools so that during leave delegation can easily occur

Marketing

- As required be involved in staffing the company stand at travel shows

Product Knowledge

- Take responsibility for continually developing product knowledge through reading our brochures, all flyers, trip notes, pre-departure information, our website and other websites, videos, slideshows, etc.
- Identify knowledge gaps and seek assistance from Manager
- Keep up to date on new sales strategies, specials and on-going advertising
- Attend operator and company training sessions, product launches and film nights

Required Skills, Knowledge, Experience and attributes**Essential skills and experience**

- Highly organised and conscientious with excellent time management
- Strong eye for detail and accuracy
- Self-motivated and highly responsible
- Excellent verbal and written communication skills
- Able to work effectively in a team environment
- Word-processing, internet and email systems such as Microsoft Office, Outlook, etc.

Essential Attributes

- Genuine desire to provide a high level of service to all internal and external customers
- Friendly, helpful and courteous disposition
- Initiative and effective problem solving
- Patience and flexibility
- Honesty and integrity
- Professional, responsible and takes pride in their work and company
- A passion for travel

Desirable

- General knowledge of countries where AWS and NFS sell holidays
- Personal travel experience preferably to any AWS or NFS destinations
- Use of Sabre Airline System

Potential to develop (For possible future promotion if candidate is suitable)

- High levels of customer service, sales technique and business relationship management
- Ability to build a reputation for comprehensive knowledge about AWS and NFS products

Required

- Able to travel on Staff Educational trips if required