

EST 1974
ITC TRAVEL
 GROUP

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| Job Title: | Travel Specialist – Maternity Cover 9 Month | |
| Reports To: | Head of Spectate | |
| Location: | Chester | |
| Job Family: | Level 1 | Spectate |

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| Job Purpose: | Create and convert the sale of high-quality tailor-made itineraries and tours for current and future Spectate clients, ensuring to meet clients’ needs whilst maintaining commercial focus and delivering agreed revenue and profit targets. |
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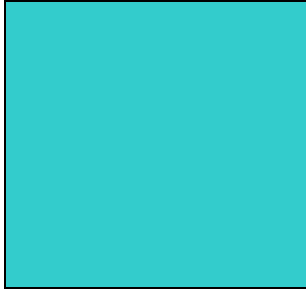
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| Key responsibilities: | <ul style="list-style-type: none"> • Qualify sales enquiries to establish clients’ requirements are suitable for Spectate’s product offering to maximise sales conversion rates • Produce and audit supporting documentation, taking responsibility for ensuring clients’ bookings are accurate and to a high standard • Manage relationships with clients to engender loyalty and repeat business for the ITC Travel Group portfolio • Maintain booking systems adhering to company procedures and standards • Respond to client queries delivering exceptional customer service at all times • Maintain commercial knowledge and understanding of Spectate products and hotels/flights/infrastructure to ensure all sales opportunities are maximised • Work with other departments and teams within the ITC Travel Group portfolio to the benefit of our customers • Any other duties and tasks required as directed by your manager |
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| Education, skills & experience | <ul style="list-style-type: none"> • Previous experience of selling with a proven track record of consistent strong sales and high customer service feedback • Knowledge and passion for sports and travel • Knowledge of in-house reservations systems an advantage • Excellent interpersonal and communication skills, with a strong verbal and written ability • Good numerical skills • Proficient in the use of IT including Microsoft Office suite • Strong organisational skills with good time management and ability to prioritise and work under pressure |
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- Excellent attention to detail and a sense of personal accountability
- Positive, enthusiastic and helpful with a commitment to excellent customer service
- Strong relationship building skills with the ability to work with a wide and diverse range of clients
- Good team player driven by team and individual success