

EST 1974
ITC TRAVEL
GROUP

Job Title:	Travel Sales Specialist	
Reports To:	Sales Managers	
Location:	Chester Head Office or Homeworking.	
Job Family:	Level	Inspiring

Job Purpose:	Being part of the Inspiring Sales Team, your role will be to inspire your client with your extensive travel knowledge, creating a holiday which exceeds their travel aspirations. You will be expected to go above and beyond to ensure each, and every booking has the expert touch we are renowned for, delivering an exceptional level of service.
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Key responsibilities:	<ul style="list-style-type: none"> • Manage enquiries from a range of channels including both direct and trade. • Taking time to building a rapport with your client from the first conversation to enable clear requirements for their holiday. • Create the holiday itinerary and quotation based on your clients' requirements - using first-hand experience and knowledge to go above and beyond through making recommendations. • Take responsibility to ensure all elements of your client's bookings are actioned in an accurate and timely manner - adherence to company processes. • To service all queries relating to colleagues' bookings or clients in their absence. • Build and maintain relationships with clients, ensuring repeat bookings and client retention. • Good relationship building / negotiating skills with suppliers. • Be a committed, enthusiastic, and supportive team member. • Be aware of the Company's goals and aims and strive to achieve as per the ITC mission statement. • Attend and contribute in a positive and objective manner to team meetings or any relevant departmental/company forums. • Attend supplier training both in and out of working hours as required; represent the Company in a professional manner at all times.
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Education, skills & experience	<ul style="list-style-type: none"> • Good interpersonal skills, including verbal and written communication. • Adaptable and dependable 	
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	<ul style="list-style-type: none">• Excellent analytical and numerical skills with an acute eye for detail - able to work with different currencies, rates and conversions.• Logical approach to problem solving.• High level of personal organisation, time management and administration.• Demonstrate negotiation skills.• A good working knowledge of MS Office Outlook programmes. (Word, Excel, Outlook, Teams)• Knowledge and preferably experience in GDS ideally Amadeus, but not essential.• Good understanding of hotel and airline contracts.• Positive and helpful attitude with a commitment to excellent customer service• Ability to prioritise workloads.• Experience of using travel industry booking/inventory management system preferable but not essential• Ability to work well under pressure• Team player able to work alongside colleagues and share workload• Flexible approach to working arrangements• Enthusiastic and Positive outlook• Passionate about travel• Confident, sociable, approachable, and enthusiastic communication and behaviour	
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