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ITC TRAVEL

GROUP

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Job Title:	Client Support Executive	
Reports To:	Deva Travel Manager	
Location:	Chester – Deva office	
Job Family:	Level 1	Deva

Job Purpose:	Responsible for providing sales, administrative and service support, playing an integral part in the overall performance and achievement of Deva Travel. To be proactive and solution focused, casting a critical eye over clients' holiday.
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Key responsibilities:	<ul style="list-style-type: none">• Assist Sales when required with daily tasks / memos• Maintaining up to date client information in Traveller.• Process amendments to bookings in line with the amendment process and minimum standards.• Checking accuracy of invoices & tickets and processing correctly in the system.• Following up with clients & Suppliers for booking forms and payments and processing payments in the system.• Complete timely and accurate visa applications, including online ESTAs and ETAs.• Sharing travel documents with clients, ensuring their accuracy, and checking tickets.• Respond to calls from clients and ensure that all relevant information is gathered for the Sales Team.• Handling ad-hoc brochure requests and ensuring the brochure rack is kept up to date and tidy.• Assist with general housekeeping of the shop including ordering bulk brochure supplies from preferred partners and updating POS & window displays.• Attend any out of hours training / supplier events (UK and overseas) that may be relevant to support with overall product knowledge.
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Education, skills & experience	<ul style="list-style-type: none">• Experience in an administrative based role, travel experience is preferred.• Confident, approachable, and enthusiastic communicator.• Proactive approach with the ability to 'think' for our clients to anticipate their requirements• Strong levels of attention to detail with experience in data input• Personable and good at building a rapport with clients• Work well under pressure as an individual and in a team• Organised with strong time management skills• Strong sense of personal accountability and responsibility• Solutions focused when faced with a problem• Thrive in a busy environment• Experience using booking and reservation systems such as Traveller is desirable• Strong excel and word skills is essential
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