

Job Title:	Customer Sales & Support Executive	Team:	Customer Sales & Support
Reports to:	Customer Support Manager	Reporting in:	None

Role Summary and Job Purpose:

The Customer Sales & Support Consultant is a multi-skilled role where you will be trained to cover a majority of roles across the team. They are responsible for maximising every sales opportunity whilst working in a sales environment. In addition they are expected to deliver a first class after sales service. A hunger for the sale and a thirst for delivering exceptional service are pre-requisite for all Customer Sales & Support Executives.

Key Responsibilities:

- To maximise sales opportunities via all channels and consistently achieve sales and service targets.
- To book flights at the point of sale using the designated company system.
- To pro-actively promote additional services in order to maximise the generation of additional revenues.
- To chase all personal and assigned leads generated and attempt to convert to bookings
- Use own travel experience to assist with customer queries and engage with customers to meet their individual travel needs.
- Professionally handle incoming requests from customers and ensure that requests are resolved both promptly and thoroughly keeping service at the forefront at all times.
- Use sound judgement to manage difficult customer situations, to respond promptly to the needs of the customer and solicit feedback to improve service.
- To execute all assigned tasks and booking administration efficiently, ensuring business team targets and KPI's are met.
- Participate in trade shows and customer events where business needs dictate.
- Ensuring a customer focused approach is adopted in all assigned responsibilities.
- A flexible attitude in the undertaking of all tasks is paramount.

Skills and Experience:

	<i>Essential</i>	<i>Desirable</i>
Frontline telesales / customer service experience	✓	
Proven results in maximising sales in target driven environment		✓
Extensive travel experience within a specified geographical area.		✓
Have strong communication skills with the ability to negotiate and influence customers in order to close the sale	✓	
Energetic, enthusiastic and a strong desire to exceed customer expectations	✓	
Have the ability to multi-task through effective planning, prioritising and organising of workload.	✓	
Have a focus on accuracy and quality and a good attention to detail.	✓	
Can demonstrate a flexible attitude and ability to change roles and tasks with minimal notice	✓	
Galileo trained or similar GDS experience		✓
Tour Operator/Travel Agent experience		✓

Education:

	<i>Essential</i>	<i>Desirable</i>
GCSE English and Maths Grade C or above	✓	

Explore reserves the right to vary your tasks, duties and responsibilities at any time and from time to time according to the needs of the Company's business. However, you will not be assigned to duties or required to perform services which you cannot reasonably perform or which are outside the range of your normal skills and experience. There will also be times when you may be asked to transfer, either temporarily or permanently, to an alternative job within the Company. Where this is agreed with you, either on a temporary or a permanent basis, it will be confirmed to you in writing.