

Job Title:	Flight Sales Consultant	Team:	Customer Service Team
Reports to:	Flight Manager	Reporting in:	N/A

Explore

Explore is on a mission to regain its position as the leading small group adventure tour operator in the world. With 40 years' experience in operating unforgettable tours in all seven continents, we're huge believers that travel should be a force for good in the world. Sustainability has always been at the heart of what we do, as has the ethos of continual improvement. A trusted brand and a Feefo Gold Service Award holder - Explore prides itself on doing the right thing – by its staff, its customers, and the planet. Every member of the Explore team actively contributes to the company's success. There is a flexible and open working culture in which the entire team works together, striving for excellence, in a dynamic business environment.

Role Summary and Job Purpose:

The Flight Sales Consultant is a key member of the Customer Service Team. The role is to provide flight support to our customers and various teams within Explore in a reservation capacity.

Key Responsibilities:

- Managing PNRs within the GDS including queue management, ticketing, reissues and schedule changes.
- Support the Sales team with complex flight requirements.
- Making air reservations in the GDS - Travelport/Galileo.
- Making low cost carrier reservations
- Support various core teams either in house or satellite offices with regards to flight related queries in person, through messaging, tasks or email.
- Liaising with customers regarding flight queries
- Support the operations team with duty flight issues.
- Handling various administration tasks including tour cancellations.
- Developing and delivering GDS training for flights and sales team
- Ensuring a customer focused approach is adopted in all assigned responsibilities
- A flexible attitude in the undertaking of all tasks is paramount
- Additional tasks as requested from time to time to assist in the overall service delivery of Explore
- Weekend - work 1 Saturday in 3 with a lieu day off.
- On call cover on peak weekends - covered between the team.

Skills and Experience:

	<i>Essential</i>	<i>Desirable</i>
Have strong verbal and written communication skills.	✓	
Capable of multi-tasking through effective planning, prioritising and organising of workload.	✓	
Accuracy, quality and excellent attention to detail are paramount	✓	
Strong focus on Customer Service	✓	
2 years GDS reservations experience (minimum)	✓	
Understanding of published and net fares including fare rules	✓	
Ability to effectively problem solve using commercial and customer focused solutions	✓	
Ability to treat people with respect under all circumstances, install trust and uphold the values of the business.	✓	
Willing to challenge the status quo and consistently ask 'why?'	✓	
Strong team player	✓	

EXPLORE!

Person Specification

Education:

	<i>Essential</i>	<i>Desirable</i>
Good all round education	✓	

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.

Benefits

Work life balance is important to us at Explore and so we are open to discussion on working hours. The role is full time 37.5 hours per week.

You will start with 25 days holiday a year – this rises to 30 days after 5 years with the company. There is the option to ‘buy’ additional holiday leave.

Pension scheme and life assurance.

A generous holiday discount scheme on holidays across the Hotelplan range. Everything from adventure tours to ski holidays.

A healthcare cashback scheme that allows you to claim back money on a number of healthcare costs – including dental treatments and optician costs.

A bar and games room at HQ.

We subscribe to the ‘Cycle to Work’ scheme.

Employment Assistance Programme – a 24/7 helpline offering practical and emotional support for a whole range of issues.

Date of Description: Nov 2023