

Job Title:	Customer Sales Consultant (Temporary)	Team:	Customer Sales & Support
Reports to:	Sarah King	Reporting in:	None

Role Summary and Job Purpose:

Reporting to the Sales Manager, the Customer Sales Consultant is a temporary role supporting the peak sales period within the business. The Consultant is responsible for maximising every sales opportunity across all channels whilst maintaining the highest levels of customer service.

Key Responsibilities

- To maximise sales opportunities via online sales channels such as email, instant messaging, web, affiliates and the telephone, consistently achieving sales and service targets set.
- Provide personalised customer service of the highest level at all times.
- Process and administer existing bookings to ensure conversion rates are maximised.
- To pro-actively promote additional services in order to maximise the generation of additional revenues.
- 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.
- Use sound judgement to manage difficult customer situations, to respond promptly to the needs of the customer & solicit feedback to improve service.
- To execute all assigned tasks and booking administration efficiently, ensuring business team targets and KPI's are met and exceeded.
- Ensuring a customer focused approach is adopted in all assigned responsibilities. Flexible attitude in undertaking required tasks.
- Support and provide superior service to others within the team as and when business priorities dictate

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	✓	
Have a focus on accuracy and quality and excellent attention to detail.	✓	
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.