

Job Title:	<b>Product Executive (Tailormade)</b>	Team:	<b>Product</b>
Reports to:	<b>Worldwide Programme Manager</b>	Reporting in:	<b>None</b>

### One Team One Vision

Every member of the Explore team agrees to actively contribute to the company's success. Explore has a flexible and open working culture and expects all staff to be flexible in their own approach. This means being willing to help out with any task, role or project at any time, as required.

It is equally important that all team members have a positive, pro-active and customer-focused attitude, and are happy to work in an ever-changing business environment.

### Role Summary and Job Purpose:

To work within product to support members of the Tailormade team in order to maximise sales by ensuring that the right product is competitive and available for sale. Also, to maintain the highest levels of customer service taking responsibility that the web-site and Travel Studio are up to date and reflect the strategic aims of the company

### Key Responsibilities:

- To be responsible for ensuring that the in-house systems are kept as accurate as possible. Working with the WPM the PE(T) will ensure that the website and Travel Studio have the latest suggested itineraries visible and on-sale.
- Work with the WPM to ensure we have the very best, commercially driven and constantly developed product on sale and available for use by the TM team. Responsibilities will include, but are not exclusive to, rate requests, tour costings, support for loading private departures, loading of product into TS and copy-writing.
- Work closely with the WPM and the marketing team to ensure regular, engaging and active online customer communication. Ensure product is always on sale at the optimum price point by pro-active management of special offers and supplier pricing.
- Work with the Operations Managers to investigate customer feedback, and drive any product follow-ups to ensure the best product is on-sale at all times.
- General product admin, as required
- Challenge current process to develop the most efficient, stream-lined and customer friendly procedure.
- Accountable for executing all assigned tasks to meet and exceed business and team targets and KPIs.
- To ensure a customer-focused approach is adopted in all assigned responsibilities. Flexible attitude in undertaking required tasks.

**Skills and Experience:**

	<i>Essential</i>	<i>Desirable</i>
• Excellent organisational and admin skills.	✓	
• Good numeracy and working knowledge of Excel.	✓	
• The ability to learn new systems quickly.	✓	
• Excellent communication and interpersonal skills.	✓	
• Excellent written and oral English skills.	✓	
• An ability to work on own initiative as well as being a good team player.	✓	
• Good worldwide geographical knowledge and overseas travel experience	✓	
• Previous experience in a product/admin role	✓	
• Previous experience of working in a sales/customer service environment	✓	
• Tour Operator/Travel Agent experience	✓	
	<i>Essential</i>	<i>Desirable</i>
<b>Education:</b>		
• Higher Education / BTEC or NVQ equivalent in Travel & Tourism		✓

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.

**Date of Description:** Feb 2018