

Job Title:	<b>Travel Sales Consultant</b>
Reports to:	<b>Regional Director</b>

**About Explore**

Explore was founded in 1981 and has grown to offer over 500 adventure trips to 120 countries around the world. Headquartered in the UK, the company has been operating in North America since 2010. Explore is part of Hotelplan, a large pan-European travel group of specialist tour operators, with a strong tradition of excellence and high standards of quality and service.

Explore changes lives through travel. The company culture is based around core values that employees live and breathe every single day. Responsible travel is a key driver for Explore and the company cares deeply about the people and places visited.

With ambitious expansion plans Explore has recently opened a new office in Massachusetts and is now looking to recruit a highly motivated sales and marketing team to grow the business. The culture will have very much the feel of a new start up, but with the benefit of being part of a larger company.

**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-focussed attitude, and are happy to work in an ever-changing business environment.

**Role Summary and Job Purpose:**

As a Travel Sales Consultant you are the frontline in delivering exceptional customer service. Focused on increasing revenue through our sales, you will strive to convert at the highest level all lines of enquiry and be responsible for all aspects of the end to end booking journey as the single point of contact for customers. A hunger for the sale and a thirst for delivering exceptional service are pre-requisite for all Travel Sales Consultants.

**Key Responsibilities:**

- Maximise sales opportunities via all channels and consistently achieve sales KPI's and service targets
- Pro-actively promote additional services in order to maximise the generation of additional revenue for the business
- Communicate the features and benefits of the Explore product
- Actively chase all personal and assigned leads generated and attempt to convert to bookings

- Use own travel experience to assist with customer queries and seek to understand each customers travels needs
- Professionally handle incoming requests from customers and ensure that requests are resolved both promptly and thoroughly keeping service at forefront at all times
- Follow-up with outbound phone calls
- 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 efficiently, ensuring team targets and KPI's are met
- Participate in trade shows and customer events as required
- 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

**Skills and Experience:**

	<i>Essential</i>	<i>Desirable</i>
Travel industry sales experience	✓	
Proven results in maximising sales in a target driven, dynamic work environment	✓	
Detailed understanding of the sales and booking process	✓	
Excellent knowledge of Explore destinations	✓	
Have excellent verbal and written communication skills with strong sales conversion skills	✓	
Energetic, enthusiastic and a strong desire to exceed customer expectations and deliver exceptional customer service	✓	
Have the ability to multi-task within a busy team, prioritising and organising workload	✓	
Accuracy, quality and excellent attention to detail are paramount	✓	
Experience in booking systems, preferably within travel	✓	
Strong team player	✓	
Higher 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. This is initially a home based role but will be expected to work in the office up to 3 days a week in the future.

Explore offers 15 days paid vacation (20 days after first year) and 9 paid holidays  
 Medical and dental insurance  
 Wellness and travel benefits

