



Job Description

Job Title:	Travel Consultant
Department:	Inbound
Location:	
Reports To:	Inbound Supervisor

Position Overview

Working within a team, you will be in daily contact with our clients and sales offices, processing bookings, answering questions and creating travel itineraries. We have clients from all over the world, however we specialize in European, US and Australian markets.

A good Travel Consultant is focused on providing the best service/advice to our agents, has good product knowledge and keeps looking to improve it, has a professional mind-set and a passion for travel and his/her work.

Responsibilities:

- Correspond with overseas travel agents and partners of the company and provide them accurate, up-to-date and correct travel information
- Advise, create outlines and Travel itineraries for Tour operators/ Travel agents
- Make quotations/proposals and reconfirm bookings with/for overseas agents
- Make reservations with local suppliers and hotels if needed
- Understand about the existing and new products being offered by the company to be better able to fit the client requirements
- Work with the Operations team to deliver optimal service to clients on the ground
- Issue invoices in due time and assist accounting department with regard to payment
- Ensure all sales are reported in Tourplan software for your sales report
- Ensure EXO standards and Inbound processes are followed
- Look to improve handling time and productivity by making suggestions on how to simplify or speed up work processes
- Strive to achieve a high ratio of conversions versus enquiries

Qualifications:

- Bachelor's Degree in Hospitality, Tourism, Business or other related field
- Good command of written and spoken English/ Spanish/ German/ French (depending on department assigned)
- Minimum 1 year of experience in Inbound Tour Operations or related field
- Good attitude, well organized, hardworking, with the ability to work as part of a team



Skills:

- Affinity with travel industry and knowledge of destination and surrounding countries
- Ability to work under pressure in peak season periods within timeline
- High degree of customer service with an eye for detail and presentation
- Strong organizational skills, ability to work under pressure and to prioritize tasks
- Good computer literacy (MS Office; Travel related software)

Note: This job description is not intended to be all inclusive. You may perform other duties as negotiated to meet the ongoing needs of the organisation.