



Sales Support Agent

The role involves working in a challenging department dealing directly with Clients, Travel Agents and Suppliers in the UK and overseas by telephone and e-mail.

Sales Support Agent Responsibilities:

Resolving pre-departure queries from online and offline bookings

Making amendments to and re-pricing bookings

Confirmation of online bookings

Servicing requests (e.g. meal requests, wheelchair access)

Upgrading clients requests

Booking ancillary products for clients

Skills and Technical Knowledge Required:

At least 12 months travel industry experience within retail, reservations, customer services

Good knowledge of the USA

Good working knowledge of a CRS/GDS system

Professional telephone manner

Personal Attributes

Customer focused

High levels of initiative and problem solving skills

Excellent attention to detail

Strong organisational skills

Ability to work under pressure

Other

Candidates must live within a 1 hour commuting distance to our offices.

Package offered:

Salary £16,000.

20 days holiday per annum.

On successful completion of probation, Private Medical Cover and Travel Concessions will be available.