

Introduction

As a Travel Consultant at East of England Co-op Travel, you will dive into a world of exploration, where your expertise and passion for travel will come alive. Your role will involve creating extraordinary itineraries, uncovering hidden gems, and curating unforgettable experiences for our customers. Prepare to embark on a thrilling journey as you guide and inspire travellers in shaping their dream holidays.

Principle Accountabilities

Customer Service

1. Provide unforgettable customer experiences:

- Show genuine enthusiasm in delivering exceptional customer service.
- Take the time to understand customers' unique travel needs and preferences, utilizing your knowledge of various suppliers to offer exciting options.
- Go above and beyond to exceed customer expectations and enhance their travel experience, such as suggesting insurance coverage or tempting upgrades.
- Handle booking details and administrative tasks efficiently and accurately, ensuring a smooth process for customers.
- Be the go-to person for travel money transactions in the branch, actively promoting these convenient services.

2. Connect with the travel industry:

- Engage with tour operators and suppliers, participating in external events and activities to stay updated on the latest travel trends and offerings.
- Share updates and campaign details with the branch team, ensuring everyone is in the loop and ready to provide the best travel options to customers.
- Actively contribute feedback to the Branch Manager on opportunities for growth and improvement, shaping the future of our travel services.

3. Customer query resolution:

- Be the first point of contact for customer queries or complaints, ensuring prompt and satisfactory resolutions.
- Utilise your problem-solving skills to address issues independently or escalate them to the Branch Manager when necessary, following ABTA guidelines.

Standards and Compliance

1. Strive for excellence:

- Embrace the branch's performance targets, actively contributing to the team's success.
- Uphold compliance with statutory and company processes and guidelines, including those related to health and safety, cash management, and more.
- Maintain a stylish and professional atmosphere within the branch, with eye-catching displays of relevant literature, brochures, offers, and promotional materials.

2. Ensure secure transactions:

- Adhere strictly to all procedures, both internal and external, regarding the sale of foreign currency, ensuring meticulous cash control.
- Play a crucial role in maintaining the security of financial transactions, giving customers peace of mind during their travel preparations.

Skills & Behaviours

Below lists the skills and behaviours required to complete the role of Travel Consultant at the East of England Co-op:

- **Exceptional communication skills:** Ability to connect with young customers on their level, adapting your communication style to resonate with their preferences.
- **Tech-savviness:** Proficiency in using various digital platforms and travel-related software to provide seamless customer service.
- **Attention to detail:** A sharp eye for detail to ensure all travel arrangements and documentation are accurate and error-free.
- **Passion for travel:** An insatiable curiosity about different cultures, destinations, and travel trends, with a genuine love for exploring the world.
- **Professionalism with a twist:** The ability to maintain a professional standard of conduct while embracing modern trends and styles.
- **Flexibility and adaptability:** Willingness to embrace change and work in a fast-paced, dynamic environment.
- **Problem-solving skills:** The ability to think on your feet and find creative solutions to meet customers' unique travel needs and preferences.
- **Sales acumen:** An understanding of sales techniques to promote and upsell travel packages effectively.

Values

At Our Co-op, we live by a set of four values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



Promote collaboration in day-to-day duties – we work as one team.



Demonstrate ongoing commitment to personal learning and development.



Demonstrate value and integrity reflective of Our Co-op's values and principles.



Be resilient and tenacious.

Disclaimer

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

Travel Consultant

Job Description

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – you'll be advised if this is the case for your particular role.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.