



**Senior Travel Consultant (permanent)
Min 22 hours per week**

JOB DESCRIPTION

Job Title:	Senior Travel Consultant
Contract:	Permanent - subject to a probationary period of 6 months
Salary:	£19760 per annum pro rata plus bonuses
Location:	Unit 2 Kernan Shops, Lurgan Rd, Portadown, BT63 5QR
Hours:	22.5 hours per week (Monday to Saturday)
Annual Leave:	20 days per annum pro rata plus 10 statutory holidays subject to days worked and probationary period.
Reports to:	Branch Manager

Job Role:

To provide a high level of customer service, sell holidays in accordance with ABTA/ATOL regulations and promote Thompson Travel in their best interests at all times. To understand the market and industry including current affairs and trends in popular, quality and luxury destinations.

These duties are expected from you on a day to day basis; however Thompson Travel reserves the right to modify this dependent on the changing needs of the business. Your duties will be assigned to you by the Branch Manager.

This list is not exhaustive and may be modified at any time. You must abide by ABTA's Code of Conduct & ATOL regulations at all times.

1. Meeting monthly and annual targets for office and your own.
2. Using your initiative to produce offers, liaise with customers to ensure that targets are met.
3. Converse with customers to determine destination, mode of transportation, travel dates, financial considerations, and accommodations required. Provide customer with brochures and publications containing travel information, such as local customs, points of interest, or foreign country regulations. Calculate cost of travel and accommodations and hotels, or quote package tour's costs
4. Collect payment for holiday arrangements from customer. Ensure that appropriate documents are produced to clients including reminders, welcome letters, balance due and any other appropriate documents.

5. Check invoices upon receipt and ensure correct documentation is supplied to customer under ATOL regulations. Liaise with accounts department to ensure that correct payments are made to suppliers for bookings made.
6. Advise management of any complaints, regardless of how small, upon receipt so that these can be dealt with in an efficient and appropriate manner.
7. Always to act in the best interest of the company and endeavor to promote its interests
8. Behave in a manner, which will not damage the reputation or standing of the company
9. Providing excellent customer service.
10. Attend relevant training courses as approved by management. Take & complete any necessary online training as requested
11. Ensure promotional displays are up to date, accurate and relevant and abide by regulations
12. Electronically update social media when required
13. Keep personal space, office & kitchen tidy as necessary
14. Be presentable at all time and wear uniform as supplied.
15. Attend to any other reasonable duties required by management