

Job Description

Company Values	Delight Principles
Dedicated	To excellence in customer service
Enthusiastic	Have passion for everything that we do
Likeable	Friendly and fun
Improving	Always seeking to enhance the quality of everything we do
Giving	Generous and warm hearted
Hungry	For success
Teamwork	Communicate at all times

Job Title: Corporate Travel Consultant

Department: OnBusiness

Reporting to: OnBusiness Supervisor

Job Purpose: Handle all aspects of business hotel and travel requirements on a day-to-day basis. The best possible customer service is a must at all times and it is pivotal to ensure that a great service is provided to all clients and travellers alike

Key Accountabilities / Activities / Duties:

- Hands on approach undertaking business hotel and travel reservations for corporate clients
- Handling all enquiries / queries from a portfolio of corporate clients
- Using GDS to book flights, hotels, car hire and rail and managing the queues and ticketing deadlines
- Quote cost comparisons ensuring most competitive prices at all times.
- Provide online support as and when required to clients via the online booking tools
- Flexibility regarding 'Out of Hours' phone as and when needed
- Work to both individual KPI's and team targets ensuring company and client targets are exceeded
- Work on own initiative and with your line manager to ensure division profit margin targets are achieved
- All enquiries are completed within agreed service KPI's
- Responsible and Accountable for your corporate client relationships and any queries/issues that are client related
- Attend review/prospect meetings/exhibitions/networking events (internally and externally) as and when required and in some cases present
- Be proactive with clients using new initiatives to drive compliance and spend e.g. gamification
- Support your line manager and peers as and when required with reports and Management Information

Health & Safety

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974
- To demonstrate a working knowledge of fire prevention and to follow the company evacuation plan on hearing the alarm
- To be security conscious with respect to staff/property/welfare and to report suspicious circumstances to your line manager

General duties

- To familiarise yourself with your departmental standards of performance and to be able to demonstrate their application
- To maintain a high standard of personal hygiene and grooming at all times
- To co-operate and communicate with colleagues to ensure effective department teamwork
- To attend any meetings, training sessions and/or courses that may be beneficial to you and your development
- To follow any procedures set up for energy conservation

Hours of work

Full time - 40 hours, to cover our various business hours, Monday to Friday. Flexibility to cover our out of hours service on a rota basis.

Opening hours: Monday to Friday 8.30am-7pm.

Package

Upon application.

Flexibility

Due to the nature of the business, a degree of flexibility is required, and the post holder may be required to perform certain tasks not specifically referred to above.

Person specification & skills required

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSE English & Maths 	
Attainments/competencies	<ul style="list-style-type: none"> • Computer literate • Written and verbal communicator at all levels • Customer focused • Excellent attention to detail 	<ul style="list-style-type: none"> • Motivational skills • Good commercial awareness • Pro-active planning to drive sales and growing existing accounts • IATA and ticketing experience • Experience of using a GDS and managing corporate travel
Previous experience	<ul style="list-style-type: none"> • Effective time manager • Adaptable to changing environments 	<ul style="list-style-type: none"> • Working within a business travel role • Development and maintenance of professional and positive working relationships
Experience required	<ul style="list-style-type: none"> • At least two years' experience in a similar role • Ability to work on own initiative and to tight timescales when necessary 	<ul style="list-style-type: none"> • Experience with problem solving and customer complaints • Knowledge of CRM systems

Criteria	Essential	Desirable
	<ul style="list-style-type: none"> • Possess excellent communication skills • Ability to follow Company Policy and Practices 	
Special aptitudes (e.g. oral or written skills, manual dexterity, etc.)	<ul style="list-style-type: none"> • Enthusiastic self-starter, able to work on own initiative • Willingness to learn • Well organised • Positive 'can do' attitude 	