

**Role title:** Trainee Travel Consultant

**Department:** Travel

**Job family:** Customer Service

**Job level:** Level 2

### About the role:

Colleagues are employed as Travel Advisors to provide customer care across the range of activities undertaken e.g. advising on and booking holidays, taking payments, and maintaining and developing the standards of the workplace environment. These activities will be as directed by a member of the Management team. This is a trainee role and post holders will have the opportunity to become a Travel Advisor. However, occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Society.

### What you'll be doing:

The post holder shall:

- Provide outstanding customer service ensuring that all reasonable customer requirements are met.
- Maintain effective and up to date displays of brochures and promotional material.
- Continue to develop their knowledge of the travel industry.
- Ensure that all administration e.g. booking records are accurately filed operational and understood by all other staff.
- Ensure that all monies are balanced and banked promptly.
- Undertake general housekeeping duties as required.
- Ensure that adequate stocks of brochures and stationary etc are available.
- Flexible regarding working hours.
- Considerate and respond to the customers needs.

- Pleasant polite and always professional whether face to face or via telephone.
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work. In addition, all employees are expected to work within the terms of their contract of employment and adhere to Society policies and procedures

### About you:

- Post holders must be able to display excellent client service skills and work must be accurate.
- Post holders will need to be organised, able to work under minimal supervision and be trustworthy and honest.
- Good communications skills are also essential.
- Post holders must be computer literate and be able to complete form in full and construct letters.
- Some experience in sales or customer focused environments
- Passion and enthusiasm for travel
- Confidence, a sociable and vibrant nature
- Excellent communication skills
- GCSE level of education, especially in English and Mathematics.

### Scope:

Reports to: Travel Manager

Budgetary Control: No budgetary control

Contacts (internal/external): Not applicable