



Job description	
Job Title	Travel Designer (Part-time)
In a nutshell	<p>This is a role for a Travel Designer who is passionate about travelling, excels in delivering exceptional customer service and provides an amazing holiday booking experience.</p> <p>You will manage travel requirements for our customers across the whole range of holiday options available.</p> <p>You'll metaphorically go on holiday with our customers, i.e. you'll be as excited as they are about their forthcoming trip and make sure that you think about every aspect of the experience.</p>
About your future employer – that's us!	<p>We are a local independent and specialist travel consultancy providing personalised travel and holidays tailor made to our customers. Our ethos is to provide world class service and we work on the basis that the moment the customer walks through our door, the holiday has already started!</p> <p>The Company was born from a love of travel and sharing experience and knowledge and we encourage our staff to share their love of far-flung places and the joy of discovering other cultures. It really is about making people's holiday dreams come true.</p>
Location and pay scale	<p>Based in the ItsSo Travel Cambridge branch in the Grafton Centre</p> <p>Payscale £17 - £19,000 plus bonus pro-rated</p>
Benefits	<p>Both full and part-time roles available</p> <p>Uniforms are provided</p> <p>Overseas educational trips</p> <p>Ability to participate in supplier incentive schemes</p> <p>Part-time hours to suit</p>
Reports to	Travel Shop Manager
Direct Reports	None at this time
Key Responsibilities and Deliverables	<ul style="list-style-type: none"> • Work with clients to determine their needs and advise them appropriate destination, modes of transportation, travel dates, costs and accommodations; • Plan and sell travel, accommodations and other travel services; • Provide relevant information, brochures and publications (guides, local customs, maps, regulations, events etc) to all customers where appropriate in the form of detailed quotations;



	<ul style="list-style-type: none"> • Book package holidays, transportation, make hotel reservations and collect payment/fees for services; • Organise itinerary materials for clients by printing out information related to plan tickets, hotel booking confirmations or other necessary paperwork and final travel documents; • Use promotional techniques and prepare promotional materials to sell our full range of holidays; • Help customers to learn about new destinations, resorts and holiday options by giving details about features, benefits and experiences available to guests; • Provide advice on visas and passports; • Attend travel seminars and supplier presentations/fam trips to remain up to date with tourism trends and maintain product knowledge of all destinations; • Enter data into our software and maintain customer files to agreed standards; • Meet profit and sales targets; • Deal with travel problems, complaints or refunds; • Maintain up to date knowledge of relevant regulations, particularly Package Travel Regulations 2018 (PTR)
Other Responsibilities	Continually promote the ItsSo Travel brand through social media channels – we are a great business and we want other people to know about it!
Working Relationships	You will work closely with sales colleagues, the Manager, the Company Directors, customers and our variety of tour operators and suppliers to ensure that the customer gets the holiday that's right for them
Major Challenges	This is a role where you'll need to know your stuff. Simple as.
Date of Preparation	July 2019



Person Specification

Criteria	Essential	Desirable
Education and Qualifications	GCSE or equivalent to Grades C and above in Maths and English	
Experience, Knowledge and Skills	<p>Proven experience as a travel agent in a retail environment</p> <p>Sales experience will be required – you need to be able to spot and upsell opportunities as well as respectfully overcoming objections</p> <p>You'll be well-travelled with a passion and irrepressible enthusiasm for sharing your experiences</p> <p>Excellent hospitality skills with the ability to communicate well and quickly establish rapport with potential customers</p> <p>Excellent knowledge of tour operators' reservations systems and supplier back office systems</p> <p>Sound knowledge of domestic and international travel trends</p> <p>Excellent decision-making skills</p> <p>Communication, sales and world-class customer service</p> <p>Strong IT and organisational skills</p>	<p>Experience in the luxury travel market</p> <p>Ideally an in-depth interest or specialism in Asia, America, Europe or South America</p>



Personality, Character Traits and Disposition	<p>A genuine interest in travel with previous travel experience and stories to tell</p> <p>Be warm, inviting and approachable</p> <p>Have the confidence to approach and welcome people when they walk in – that’s when their holiday starts!</p> <p>Have integrity – be open and honest with customers about their choices to help them to have the best possible experience</p> <p>Commitment to meeting deadlines and exceeding expectations</p> <p>Diplomacy and tact</p> <p>Innovation and energy</p> <p>Sound judgement with attention to detail</p> <p>Resilience to cope with long hours and pressure at peak times</p>	
Miscellaneous	<p>Proof of the right to work in the UK</p> <p>Satisfactory references will be required</p>	