

**FIT OPERATIONS & CLIENT RELATIONS EXECUTIVE**

**Person specification:** Friendly personality, a pleasure to deal with, quick learner, good communicator, team spirit, professional, focused & result orientated, initiative, attention to detail and financially aware.

**Requirements:** IT literate, office experience.

**Job specification:** To participate fully in the team, which provides a professional, comprehensive administrative service in the area of individual (FIT) reservations.

**Reports to:** FIT Operations and Client Relations Manager

**Key Tasks:**

* Day to day handling of individual reservations, amendments and cancellations for both the Trade and Public
* Restocking rooms into the system and managing allocations
* Making and confirming bookings with suppliers both manually and through Tourplan – a computerised reservations system.
* General reservation duties to include, online systems, vouchers & client documentation
* Customer service – investigation of complaints / comments from clients
* Booking FIT programs for Agents and the Public using agreed templates, e.g. car tours, ad-hoc hotels, city break hotels, tailored price lists
* Communicating with clients by phone, email, social media etc.

**Additional Tasks:**

* Development and management of Operations reports i.e. Freesale, Arrivals & Icom Reports
* Assisting with sourcing additional stock from suppliers when required.
* Assisting with preparing costing and quotations for FITs within an agreed time frame and in an agreed presentation style.
* To flexibly support team members of the same region (and other regions where business requirements demand) to fulfil their role as and when needed, for business reasons such as productivity, expertise absence, illness etc.).”

**Note**: **Some overtime (evening & weekend) will be necessary to complete all of the above tasks. You will be required to take the Department Emergency office mobile phone on a roster basis outside hours. Willingness and ability to do this is mandatory.**

**This job description is intended only as a guide to the main responsibilities and it in no way intends to restrict any individual in the performance of other duties as may be required by the Company**