

**Operations & Client Relations Team Leader**

**Person specification:** Having a positive attitude, being an effective team player, a good problem solver, detail-orientated, client focused

**Requirements:** Good knowledge of our destinations Great Britain and Ireland, fluency in English (written and spoken), additional language skills would be a great advantage; strong communication skills, being IT literate, experience with Tourplan beneficial, DMC experience highly desired

**Reports to:** Operations Manager for the source market

**Job specification:** To ensure that clients have the best possible holiday experience in Great Britain and Ireland. Being the main contact for clients and suppliers from the point of booking, until the tour’s completion. Leading a small team and supporting the area manager.

**Key Tasks:**

* Preparation of tours: generating bookings in Tourplan and requesting services to our suppliers
* Checking itineraries (feasibility & conformity with clients’ publication)
* Booking and planning all services according to the itinerary
* Administration of group bookings: handling amendments and cancellations, sending rooming lists
* Dealing with additional client wishes
* Distributing all necessary information to all partners so that tours run smoothly from start to finish
* Negotiating and renegotiating rates with suppliers such as hotels, tour guides, coach companies
* Issuing the correct documentation (i.e. vouchers, travel documents) on time
* Invoicing of clients and processing supplier invoices
* Providing 24-hour emergency assistance to customers
* Leading and supporting a team of 5-7 Operations Executives
* First contact for questions, challenges and feedback

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**Additional tasks:**

Meet the end-to-end need of the client with particular attention to:

* Placing and negotiating groups with hotels as required
* All aspects of margin protection/enhancement, and cost of sale reduction
* Liaising with clients in sales support and itinerary development, where necessary.
* 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.
* Systems and process improvements in collaboration with Training Manager

**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**