

JOB DESCRIPTION



Operations & Client Relations Executive—ROW

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, additional language skills would be a great advantage; strong communication skills, being IT literate, experience of Tourplan desired

Reports to: Operations & Client Relations Manager ROW

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.

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
- All aspects of margin protection/enhancement
- Providing 24-hour emergency assistance to customers

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.

