

## Job Advertisement & Job Description

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<b>Job Title:</b>	Travel Consultant
<b>Reports To:</b>	Branch Manager
<b>Salary:</b>	Competitive (dependent on age and experience) + excellent incentive, commission scheme
<b>Team size:</b>	Between 3 and 8 depending on branch

### What are we looking for?

Reporting into the Branch Manager, the role of Travel Consultant within a Premier Travel Agency involves being part of a busy team dealing with customers face to face daily, planning and selling tailor made holidays to worldwide destinations along with any other required travel services to suit each client's requirements.

Our travel consultants work hard to meet and exceed their targets and take pride in offering excellent customer service to gain recommendations and build on our local client bases.

### What you'll need:

Our business can't be done without our people, we want them to be proud to work for Premier and consider them to be part of the Premier family. In this role we are looking for an experienced Travel Agent, you'll be a real team player and someone who loves dealing with customers face-to-face and working to sales targets.

Our ideal candidate will be approachable, enthusiastic, and flexible to fit in with the rest of our team, you'll also need to have these knowledge and skills:

- Experience working as a travel agent in a previous role or another travel company
- A passion for travel and the travel industry
- Enjoy working to sales and profit targets
- Ability to interact, communicate and negotiate effectively with clients face to face and over the telephone
- Have excellent organizational skills, a keen eye for detail and be comfortable with multi-tasking
- Be able to remain calm when dealing with any problems or complaints
- Like working under your own initiative and as part of a team
- Personal travel experience is an advantage

### What's in it for you?

We are a friendly bunch, we listen to our staff, treat everyone fairly, celebrate long service and loyalty, are flexible, fun, and sociable to create the best environment we can for our employees to flourish. We offer:

- Discounts on Travel and Holidays
- 29 Days Holiday Inclusive of Bank Holidays, increasing on length of service
- Excellent incentive, commission schemes
- Overseas educational travel opportunities
- Standard Life Pension - 3% Employer Contribution, 5% Employee
- Social Events: Summer Party, Christmas Party, Quiz nights and other socials.
- Fresh Fruit in the offices

### What are the hours for the role?

We are looking for someone who can work at least three days a week, but up to 5 days per week, you'll need to be able to work retail hours Monday – Saturday 9am – 5pm, we'll also need someone who is flexible to work on a Sundays on a rota if required. You'll be guaranteed at least one full weekend off per month. There is no ability to work on a hybrid basis with this role.

### **A bit about Premier**

Premier Travel Group (made up of Premier Holidays and Premier Travel) are an independently owned, family-run travel company that has proudly been operating locally for over 85 years. Over half of our team of 220 have been with the company for more than 10 years, which says a lot about our company ethos and experience in selling holidays.

Premier Travel Limited is the East of England's leading independent travel agency with 25 branches across the East and Southeast of England, twelve of which are in the Cambridgeshire area. Our Travel Consultants pride themselves on their excellent travel knowledge, high levels of customer service and the personal touch that keeps our many loyal customers coming back to us again and again.

Premier Holidays Limited is the tour operation side of the business offering a wide range of holiday destinations, which include the Channel Islands, Far East, India, Sri Lanka, Middle East, Southern Africa, Indian Ocean, USA, Canada, the Caribbean, Australia, New Zealand, and the South Pacific. We are well known within the travel industry as the market leader for Channel Islands holidays and as a long-haul specialist with a team possessing extensive experience in creating long haul, tailor-made multi-centre holidays. Our wide range of inspiring brochures can be found in most Travel Agencies across the UK and our knowledgeable staff are always on the end of a phone line to offer invaluable holiday advice and personal recommendations. We also have an office in Jersey and a direct client brand for the Channel Islands.

Our goal is to deliver exceptional holidays that our teams are proud of. We care about our customers' holidays as though they were our own; we recognise it's our business but their dream.

### **Data privacy**

Before applying for this position please view our Careers Site Privacy Policy. By submitting your application, you are confirming that you agree to the processing of your data as outlined in our Careers Site Privacy Policy and that we can keep your CV and application on file for up to two years.