



Name | Sales Support Administrator

Branch:	AUS
Work location:	Brisbane Office
Reports to:	Line Manager (Sales Support Team Leader)

Our Values

In everything we do at InsideAsia Tours we aim to act in line with the company's five core values: Trustworthy, Knowledgeable, Ethical, High Quality, Friendly. These are at the heart of the organization, and the company looks for every individual to demonstrate these values on a daily basis.

Leadership & professionalism

InsideAsia Tours encourages everyone to take personal responsibility for leadership within the organization. Each member of the team is expected to exemplify the company values through their work and professional conduct. We expect everyone to set an example to those around them and to be conscious that they are representing the company when working with customers and partner organizations.

Job Purpose

To facilitate the booking of our customized travel packages and the subsequent creation of detailed documents for these.

Relationships

You will work within a team of Sales Support Administrators led by the Sales Support Team Leader. You will work closely with Travel Consultants in the Brisbane office and the operations teams in our Nagoya branch. Collaboration with Product, Marketing and Small Group Tours administration teams will also be required, along with occasionally providing assistance to the Office Administrator with the Japan Rail Pass shop.

The Role

This is an administrative role based in our Brisbane (AUS) office. You will support Travel Consultants to ensure all trips are both booked and delivered to a high standard of customer satisfaction. Primary responsibilities will involve hotel bookings in both Japanese and English along with preparation of client documents.



Outputs

- Help to ensure quick confirmation of services for clients
- A minimal level of errors

Main tasks and responsibilities

- Confirming ground arrangements for our clients by phone call, sending e-mails or online
- Checking availability with suppliers
- Purchasing tickets
- Assisting Travel Consultants with research and translation as required
- Creating new resources and updating the database details for client Information Packs
- Assistance with the preparation of client Information Packs
- Delivery of excellent customer service (internally)
- Welcoming visitors, answering phones, and answering and referring inquiries (both in English and Japanese)
- Shipping sales materials and travel packages for clients
- Other reasonable tasks as requested by the Sales Support Team Leader or the Branch Manager

Experience and key skills required

- Fluency in Japanese and English
- Experience of living and working in Japan (or significant time spent in Japan)
- Experience of providing administrative support in an office environment
- Excellent communication and team-working skills
- Proactive, organised and methodical
- High productivity
- Excellent attention to detail is of utmost importance
- Flexible with the ability to work on own initiative and to tight timescales
- Ability to remain calm under pressure
- Experience of using Microsoft Office (Word, Excel, PowerPoint)

Desirable attributes

- Experience working in the travel / hotel industry



About InsideAsia Tours

InsideAsia Tours Ltd (IAT), is a growing travel company whose head office is in Bristol, with other sales branches located in Boulder, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan with a satellite office in Tokyo. The company consists of specialist travel brands InsideJapan Tours which was established in 2000, and InsideAsiaTours which specialises in travel to the Indochina region and Myanmar. The multi-award winning InsideJapan brand is one of the world's largest and most respected independent providers of travel to Japan. The company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover.

Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer budget or personal interests. Our holidays grant people the chance to experience both the popular and little-known aspects of Japan, Myanmar, and Vietnam culture, giving customers an insight into the diverse character of the relevant country.

Work Culture

You will be working in a vibrant office with a great team of employees all with a passion for the destinations, a belief in the brands and a strong sense of collective values and purpose. Our work culture is supportive, creative and dedicated and is at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it will be important that you play your part.

Pay and benefits

Starting salary: AUD \$38,960-\$42,030 gross per annum (depending on skills and experience), plus a discretionary annual bonus evaluated by performance.

Hours: 38 hours per week (9:00 to 18:00 Monday, 9:30 to 18:00 Tuesday to Friday, with 1 hour for lunch)
(Some reasonable overtime is anticipated for busy periods)

Holiday: 20 days Annual Leave

Superannuation: 9.5%

Probation period:

6-month probationary period, which can be extended by 1 additional month if necessary.

Please note:

Candidates will need to have the right to work in Australia as a full-time permanent employee; for this position we are unfortunately unable to sponsor visas or accept Working Holiday visa applicants.

Report to: Sales Support Administrator Team Leader

If you have any questions about the company, the position available or submitting your application, please contact: tim.o@insidejapantours.com