



InsideAsia Tours Ltd.
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Japan specialist Travel Consultant

Branch: AUS

Work location: Brisbane, Australia

Full time position

Reports to: Sales 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 organisation, and the company looks for every individual to demonstrate these values on a daily basis.

Job Purpose

You will be responsible for creating, selling and delivering high quality Japan holiday packages.

The Role

Most of your time will be spent communicating with clients or travel agents over the phone, by email or in person, ensuring our clients have the best possible holiday experience. The role is varied and requires both strong inter-personal and organisational skills, with an ability to handle a large variety of simultaneous tasks under tight deadlines. The Travel Consultant is responsible for the reservation process as well as the preparation and sending of client travel documents, requiring strong attention to detail.

Who will you be working with?

You will work within a team of up to 6 other Travel Consultants led by a Sales Team Leader to reach both individual and team sales targets in your branch office while providing the highest level of customer service. You will also work closely with our operations teams in your own office and our Nagoya branch.

What are we looking for from you?

Thorough training on all aspects of the role is provided throughout your career, with ongoing support from your Sales Team Leader and Travel Consultant team. Alongside this you will be expected to demonstrate independence and self-motivation to reflect on your own performance and proactively seek to develop your skills and knowledge.

Resilience, determination, independence and self-analytical skills are key traits required for success in the Travel Consultant role, and InsideAsia Tours as a whole. Demonstrating a passion for Japan and travel is essential.



Outputs

- High quality and inspiring travel itineraries
- Consistent achievement of monthly sales targets
- A consistently high average client feedback score (above 70% Superb)
- A minimal level of complaints and errors

Main tasks and responsibilities

- Interacting with clients by telephone, email and in person at our offices or travel industry events
- Consulting with clients to identify their individual holiday requirements
- Creation of high quality tailor-made itineraries for direct and agent clients
- Conversion to sale of both tailor-made and small group tour enquiries; maximizing value from each enquiry
- Working to achieve individual and team sales targets
- Co-ordination of all aspects of the client booking, including reservations and delivery of trip
- Preparation and despatch of client documents
- Prioritisation of tasks on a daily basis role
- Delivery of excellent customer service, exceeding client expectations at every stage
- Other reasonable tasks as requested by Sales Team Leader/Sales Manager

Experience and key skills required

- Highly motivated, well organized individual with ability to handle a volume of simultaneous tasks
- Previous customer service and/or sales experience
- Desire to achieve sales targets
- High level of productivity and accuracy; able to get a lot done at a high level under pressure
- Excellent written and verbal communication skills, IT skills and good with numbers
- A passion for Japan as a travel destination and desire to help others discover the country
- Basic Japanese language skills
- Experience of living and/or working in Japan
- University/college undergraduate/bachelor's degree

Desirable attributes

- Previous sales experience
- Experience working in the travel industry
- Experience of travelling to our other destination countries



Pay and Conditions

Starting salary: AUD\$41,790 - \$43,350 (depending on skills and experience) gross per annum, plus unlimited sales-related bonus (on target earnings approx + AU\$8k)

Potential salary after 3 years: AU\$56-62k plus approx AU\$28K on target earnings

Superannuation contribution: 9.5%

Hours: 38 hours per week with 1 hour for lunch. *Some reasonable overtime is anticipated for busy periods*

Holiday: 20 days paid annual leave plus public holidays

Probation period: 6 months, which can be extended by 3 additional months if necessary.

There may be occasional opportunities to travel to Japan for research purposes.

Candidates will need to have the unrestricted right to work permanently in Australia. For this position we are unfortunately unable to sponsor visas.

If the above role is of interest, please apply now by sending an up-to-date CV to: jobs@insideasiatours.com and complete the online application form here: [CLICK HERE](#)