

Japan specialist Travel Consultants

Branches: AUS and US

Work locations: Brisbane, Australia

Boulder, Colorado, US

Full time position

Reports to: Sales Team Leader

Our Values

In everything we do at Inside Travel Group 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.

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
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Pay and Conditions

AUS:

Salary	Starting salary AUD \$42,580 gross per annum (depending on skills and experience), plus unlimited sales-related bonus (on target earnings approximately + AUD \$8k); Potential salary after 3 years: AUD \$57k plus approximately AUD \$28K on target earnings.
Hours	38 hours per week
Holiday	20 days paid annual leave plus 8 public holidays
Retirement	Superannuation contribution 9.5%

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

US:

Salary	US \$34,341 to US \$36,556 per year based on experience
Hours	37.5 hours per week
Holiday	20 days annual PTO + 8 public holidays
Health	100% Medical, Dental and Vision Insurance Premiums Covered for Employee Healthcare and Dependent Care Flexible Spending Accounts
Retirement	401(k) – up to 3.5% company match
Bonus	On-target Earnings (OTE) bonus of \$6,000

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

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.

If the above roles are 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](#)

About Inside Travel Group

Inside Travel Group Ltd 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 InsideAsia Tours established in 2013 and specializing in travel to South-East Asia. The multi-award-winning 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 local culture, giving customers an insight into the diverse character of the country they are visiting.

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.