

Inside Travel Group Ltd.
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Sales Support Administrator

Branch: Boulder

Work location: Boulder Office

Reports to: Senior Sales Support Team Lead

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.

Job Purpose

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

The Role

The Sales Support Team facilitate the booking of our tailor-made holidays and create final travel documentation for our clients before departure. Each Sales Support Administrator will make bookings for a variety of services included in our trips over the phone, by email and using online booking systems. You may also be asked to do research on behalf of Travel Consultants and to check availability/pricing if required. As a key part of the customer experience we offer, you will play a vital role in ensuring the final documents for our clients are prepared in a timely fashion, accurately and using the most up-to-date information.

Who will you be working with

You will work within a team of other Sales Support Administrators. A key relationship will be with the Travel Consultants who create and sell the trips. As equally vital parts of the booking delivery team, you will also work closely with our operations team in Nagoya. Collaboration with the Sales Support teams in the other branches will also be required.

What are we looking for from you

Thorough training on all aspects of the role is provided both at the beginning of your career and on an ongoing basis with support from your Sales Support Team Leader and senior team members. Alongside this you will be expected to be self-motivated, continually reflecting on your own performance and exhibiting proactivity towards your personal development.



Resilience, determination, independence and self-analytical skills are key traits required for success in the Sales Support role and IAT as a whole.

Outputs

- Produce the assigned number of Info-Pack documents per week to a high quality
- Confirm services for our trips with minimal error

Main tasks and responsibilities

- Making bookings over the phone, by email or using online booking systems for all aspects of our trips
- Carrying out research and translating for the Travel Consultants
- Checking pricing and availability where required
- Offering operational assistance with urgent customer support incidents for travelling clients where required
- Preparation and sending of final trip documents (Info-Pack) for our clients prior to their departure
- Create and quality check new resources for final documents
- Other reasonable tasks as requested by Sales Support Team Leader/Sales Manager
- Delivery of excellent customer service (internal)

Experience and key skills required

- Highly motivated, well organized individual with ability to handle a large variety of simultaneous tasks
- Excellent attention to detail is of utmost importance
- Experience of providing administrative support in an office environment
- Proactive, organised and methodical, with well-developed problem-solving skills
- Excellent communication and team-working skills
- Flexible approach, with the ability to work on own initiative and to tight timescales
- High level of productivity and accuracy; able to get a lot done at a high level under pressure
- Excellent written and verbal communication skills in English
- Proficiency in Microsoft Office Suite
- University/college undergraduate/bachelor's degree
- Advanced Japanese language skills

Desirable attributes

- Experience working in the travel industry
- Experience of travelling to our other destination countries
- Experience of living and/or working in Japan
- A passion for Japan as a travel destination and desire to help others discover the country

Pay and conditions

Salary	\$32,000 - \$33,000 annually DOE
Hours	40 hours / wk.
Holiday	20 days annual PTO + 8 bank holidays
Health	100% Medical, Dental and Vision Insurance Premiums Covered for Employee
Retirement	401(k) – up to 3.5% company match
Bonus	The Company offers a performance-related bonus scheme where the maximum payment available is 125% of monthly salary

About InsideAsia Tours

Inside Travel Group is a growing travel company whose head office is in Bristol, UK; with other sales branches located in Boulder, Colorado, and Brisbane, Australia; and an operations branch 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 which focuses on travel to Southeast Asia. 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 has had years of experience living, working and traveling in destination countries, and we offer unrivalled advice and support, whatever the customer budget or personal interests. Our vacations grant people the chance to experience both the popular and little-known aspects of Japan and Asian culture, giving customers an insight into the diverse character of the destination countries.

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.