

**InsideAsia Tours Ltd.**  
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## Japan Specialist Travel Consultant

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UK

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Bristol Office

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Full time

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Reports to Sales Team Leader

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### Our Values

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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

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

### The Role

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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?

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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?

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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.





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

### **Outputs**

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- 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**

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- 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**

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



### Desirable attributes

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- Experience working in the travel industry
- Experience of travelling to our other destination countries
- Basic Japanese language skills

### Pay and Conditions

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<b>Salary</b>	From £ 20,190-£22,360 per annum (depending on skills and experience) plus unlimited sales-related bonus (on target earnings £4 per annum)  Potential salary after 3 years: £28k+ plus approximately £14 OTE
<b>Hours</b>	40 hours per week
<b>Holiday</b>	23 days paid annual leave + statutory bank holidays
<b>Pension</b>	3% employer contribution

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**Travel to work:** we encourage our employees to either walk, cycle, use a park and ride or bus or train service. If driving by car, parking would be in a public car park at own cost; there is no parking available at the office. We run a Cycle2work scheme for employees, following successful completion of the probation period.

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

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

Candidates will need to have the right to work in the UK. For this position we are unfortunately unable to sponsor visas. There may be occasional opportunities to travel to Japan for research purposes.

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

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## About InsideAsia Tours

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InsideAsia Tours 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 plus 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 specialising 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

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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.