

## Senior Travel Consultant (Southeast Asia Specialist)

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| Brand:         | InsideAsia Tours                          |
| Branch:        | Bristol, UK; Broomfield, US; Brisbane, AU |
| Work location: | Office; Hybrid                            |
| Reports to:    | InsideAsia Tours Programme Manager        |

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### Our Values

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In everything we do at Inside Travel Group, we strive to deliver a Quality and Friendly service with Integrity, Determination and Passion using our collective Knowledge. This is at the heart of the organisation, and the company looks for every individual to demonstrate this daily. 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 organisations.

### Our Culture

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You'll be part of a fun, friendly team of employees, all of whom share a passion for our destinations, a belief in our brands and a strong collective sense of values and purpose. Our work culture is supportive, creative and dedicated, and it's 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'll be important that you play your part.

### Job Purpose

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Our Senior Travel Consultants are responsible for converting as many suitable enquiries to bookings as possible, creating fantastic trips and offering customer service that exceeds client expectations to ultimately maximise repeat business and personal recommendations.

### The Role

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As the first port of call for our leads, you'll ensure a winning first impression, seeking to establish trust and build rapport with your clients from the very beginning. Responding to incoming enquiries, you'll work with your clients to create a high-quality proposal based on your expert knowledge of our product offering and your personal experience. You'll provide exceptional customer service to every client whether they decide to travel with us or not, working quickly and responsively from the initial enquiry, the booking stage and through to the return from their trip.

You'll work with both direct clients and trade partners in this role, delivering our trademark friendly service using exceptional communication skills over the phone, by email, in person and via video, flexing your style to suit the individual.

Being highly organised, you'll ensure all enquiries and client questions are responded to quickly, and make sure any information or documents a client might need at any stage of their interaction with us are received in a timely manner to a high standard. You will be accountable for the overall client experience and satisfaction, working effectively with all our suppliers to ensure trips are booked and operated successfully.

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As a Senior Travel Consultant, we'll expect you to be consistently smashing your sales targets, converting enquiries at a high rate with a healthy profit margin. Your capacity to manage competing tasks and ability to prioritise effectively will be crucial in this role. You'll routinely put your sales experience and expansive destination knowledge to good use, taking on a wide range of enquiries, including high-end and logistically complex which may require you to research more unusual suggestions and be more creative to put together the best trip for your clients. You'll demonstrate a professional and proactive approach, acting as a role-model, mentor and peer support to more junior members of the team on both destination knowledge and sales skills. You'll strive to require minimal management support, be self-motivated, and will continually reflect on your own performance and personal development to stay ahead of the game.

### **Who you will be working with**

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You will work within a small team of Travel Consultants, led by the InsideAsia Tours (IAT) Programme Manager, to share knowledge, advice and guidance, providing coaching and mentorship to junior colleagues within the sales team. You'll keep up-to-speed with the work of our Product function to ensure you always know what the best options are for your clients. You'll also work closely with our Booking Delivery and Customer Experience teams, ensuring that you provide them with all the necessary information about your clients for them to deliver the trip they are looking for.

### **Level of budgetary responsibility**

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There is no budgetary responsibility for this role.

### **What you will be doing**

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- Consult with clients by telephone, on video call, via email and in person at our offices or travel industry events to identify their individual holiday requirements.
  - Create high-quality tailor-made itineraries for direct and trade clients based on their requirements.
  - Work to achieve individual and team sales targets; converting both tailor-made and small group tour enquiries to sale; maximizing value from each enquiry.
  - Co-ordinate all aspects of the client booking, including reservations, to ensure successful delivery of trip.
  - Conduct quality check of travel documents to ensure high quality, accurate information is received by our clients.
  - Take a proactive approach to learning and development to ensure your sales skills, customer service and product knowledge are always improving.
  - Undertake familiarisation visits and inspections in our destination countries where required, to boost your own knowledge and share insights gained with your peers and product team.
  - Act as a mentor to more junior members of the team, helping to improve their knowledge and skills to further their personal development.
  - Participate in the training and onboarding of new starters, as well as the delivery of training for the global sales team.
  - Other reasonable tasks as requested by IAT Programme Manager/Sales Team Leader/Branch Sales Manager.

### **Outputs & Deliverables**

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Last-updated: Apr-23

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- Creation and delivery of inspiring, high quality proposals and confirmation documents.

### **Outcomes & KPIs**

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- Consistent achievement of individual monthly sales targets (booking number and profit).
- Consistently high conversion rate of active leads to bookings, while taking on the expected volume of enquiries.
- Consistently high client satisfaction from both bookers and non-bookers, measured through client feedback.
- A minimal level of complaints and errors.

### **What you will need**

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- Extensive experience travelling and/or living in South East Asia, coupled with a passion for the region as a travel destination.
- Previous success in a travel sales role, with a reputation for delivering excellent customer service to a variety of different client types.
- Extensive familiarity with our destination and product range, able to handle a diverse range of trips independently.
- Self-motivated approach to achieving targets, with the drive and determination to get there under minimal supervision.
- A highly organised and productive approach; you must be able to get a lot done under pressure to a high degree of accuracy.
- Excellent communication skills enabling you to interact confidently with clients over the phone, by video call, by email and in person, along with facilitating good relationships with your colleagues internally.
- A creative approach to problem solving, continually seeking to find the best outcomes to meet and exceed individual client requirements.

### **What we are looking for from you**

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We are looking for highly motivated, driven and ambitious individuals with proven sales experience in the travel industry who enjoy taking ownership over their performance and personal development will excel in this role. A high level of resilience, tenacity and critical thinking are essential for success in this role. We also look for you to be intuitive and supportive to others – your door is always open when it comes to helping others perform better in their role.

### **Beneficial skills and experience**

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- Experience of working in the travel industry.
- Experience of travel to any of our other destinations (e.g. Japan and South Korea).

### **Pay and Conditions**

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- This is an office-based role, and it is expected that most of your initial induction and onboarding will take place in the office.

- In line with our flexible working policy, we're happy to consider applications for hybrid or remote working, subject to demonstrating task competency.
- Some Saturday work will be required on a rota basis, with additional pay and time off in lieu to compensate.
- Candidates will need to have the unrestricted right to work permanently in the relevant branch country. For this position, we are unfortunately unable to sponsor visas.
- There will be opportunities to visit our destinations for familiarisation purposes, along with a staff discount on holidays to any of our destination countries.

## UK

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| <b>Base Salary</b> | £27,201- £29,723 per year  |
| <b>Hours</b>       | 37.5 hours per week  |
| <b>Holiday</b>     | 25 days annual leave, rising by one day each year to a maximum of 28 days, plus statutory holidays, plus an extra day's leave for your birthday                                  |
| <b>Health</b>      | Employee Assistance Program; Enhanced parental leave   |
| <b>Pension</b>     | 3% employer pension contribution   |
| <b>Bonus</b>       | Uncapped bonus with expected on target earnings (OTE) of £8,000 per year   |
| <b>Benefits</b>    | Hybrid working • Volunteering leave • Regular staff socials • Discounted travel for staff, family and friends • Discounts via Perkbox • Designated learning and development time |

## US

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| <b>Salary</b>     | \$51,101 - \$55,839 per year   |
| <b>Hours</b>      | 37.5 hours per week  |
| <b>Holiday</b>    | 20 days annual PTO, plus 13 public holidays, plus an extra days' leave for your birthday   |
| <b>Health</b>     | 100% Medical, Dental and Vision Insurance Premiums Covered for Employee Healthcare and Dependent Care Flexible Spending Accounts   |
| <b>Retirement</b> | 401(k) – up to 3.5% company match  |
| <b>Bonus</b>      | Uncapped bonus with expected on target earnings (OTE) of \$8,000 per year  |
| <b>Benefits</b>   | Hybrid working • Volunteering leave • Regular staff socials • Discounted travel for staff, family and friends • Discounts via Perkbox • Designated learning and development time |

## AUS

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| <b>Salary</b>         | \$55,200 – \$60,319 per year  |
| <b>Hours</b>          | 38 hours per week   |
| <b>Holiday</b>        | 25 days annual leave, rising by one day each year to a maximum of 28 days, plus statutory holidays, plus an extra day's leave for your birthday   |
| <b>Health</b>         | Employee Assistance Program; Personal & Sick leave entitlements; Covid-19 Vaccination side effects paid leave (1 day); Company paid parental leave – 1 week (in addition to any statutory entitlements) |
| <b>Superannuation</b> | 10.5% p.a. increasing to 11% from July 2023   |
| <b>Bonus</b>          | Uncapped bonus with expected on target earnings (OTE) of \$16,000 per year  |

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**Benefits**

Hybrid working • Volunteering leave • Regular staff socials • Discounted travel for staff, family and friends • Discounts via Perkbox • Designated learning and development time

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**About Inside Travel Group**

Inside Travel Group Ltd is a growing travel company whose head office is in Bristol, with additional branches located in Broomfield, Colorado and Brisbane, Australia, and an operations hub based in Nagoya, Japan. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000, and InsideAsia Tours, established in 2012 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 trips 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.

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