

Travel Operations Specialist

Branch:	Broomfield, US; Brisbane, AU
Work location:	Office
Reports to:	Booking Delivery Manager or Team Leader in the relevant office

Our Values

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

Our Culture

You will be working 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.

Job Purpose

You will be responsible for the operational delivery of our trips, actioning reservation requests and generating client documents in line with agreed service levels to ensure our trips are delivered in an efficient and cost-effective way.

The Role

The lynchpin between our Travel Consultants and our suppliers; this varied role will primarily see you managing a mix of booking queues, reservations and requests, balancing availability and logistics with client needs and preferences, to ensure the smooth delivery of high-quality group tours and tailor-made trips.

You will also be responsible for the generation of our client and tour leader travel documents, and will play an integral role in keeping stored client and product details up to date to ensure these automated documents are flawless.

From time to time, you may also be assisting with administrative sales-related tasks such as sending brochures, preparing transport tickets, handling deliveries, or perhaps printing, compiling and sending travel documents to our clients.

Who you will be working with

We are all about teamwork and working together to create meaningful and memorable trips for our clients. You'll work closely with several key business functions to carry out your role effectively:

- You will be part of, and work closely with, our global Booking Delivery Team in the UK, US, Australia and Japan to process administrative tasks and responsibilities, as well as providing guidance to temporary members of the team.
- You will be largely accountable to the Sales function and our Quality Control Specialists for ensuring that trips are booked to specification.

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- You'll also work with our Product function to ensure that our supplier database is up-to-date, with accurate booking information and reservation details.
 - Our Insiders will be relying on you for booking information and materials to operate group tours; and will be feeding back information from the field.

You will also be communicating directly with our suppliers and partners, ensuring services and arrangements are properly secured while maintaining friendly, cooperative and mutually beneficial working relationships.

What you will be doing

- Confirm travel arrangements (e.g., accommodation, restaurants, activities, excursions, guides, transportation, etc) using phone, e-mail, e-Fax, and online reservation systems
- Utilise our 'Master Planner' to monitor, book, and schedule our Insiders and freelance tour leaders as required for tailor made trips
- Make sound judgements regarding suitable alternatives when first-choice options are not available and execute accordingly, escalating to a Quality Control Specialist where necessary
- Maintain strong, mutually beneficial relationships with our suppliers and external partners to secure the delivery of our trips
- Input relevant and accurate reservation details into Axum to ensure smooth generation of Info Packs for clients and reliable information for TCs
- Accurately record costs of services in Axum, liaising with the Finance Team so supplier invoice payments and refund transactions can proceed smoothly
- Assist with the ticketing of international flights, checking all details match what has been entered into Axum to prevent errors
- Generate Info-Packs on Axum, manually updating fields where required e.g. train time, meeting points, customized service descriptions, etc.
- Check final travel documents (Info-Pack) with the tickets and package the deliverables with the accompanying welcome letter for our clients prior to their arrival
- Monitor shared inboxes to assist our Sales teams with queries, issues and requests (GT: group@ / FIT: booking@)
- Contribute to the annual Group Tour allocation and re-pricing project (overseen by the Product function) to ensure successful operational delivery of our Group Tour program
- Conduct quality control of Group Tour bookings in Axum, planning tasks, sending reminders, checking client arrangements and altering client documents to ensure all information held is correct and complete
- Liaise with Insiders to ensure they have everything needed to run Group Tours, e.g. itinerary info, cash sheets and passenger manifests generated from our internal Booking System (Axum), and information specific to our various itineraries
- Organize final rooming arrangements for Group Tours, ensuring we are holding the correct number/configuration of rooms and releasing any that aren't required.

Additional tasks that may be requested of you from time to time:

- Print generic travel documents such as destination guides, dossiers, maps etc.
- Print tickets such as Japan Rail Passes, IC-Cards and flight e-tickets
- Pack and send final trip documents to clients

- Process brochure requests
- Process customer feedback
- Operational assistance with customer support incidents
- Other duties assigned by your line manager for the overall benefit of the organization

Outputs and KPIs

- Confirm services as requested or closely matched, with a minimal level of errors
- Generate final travel documents for clients and ground staff, to a consistently high standard

What you will need

- Passion for Japan/Asia as a travel destination and desire to help others discover the country
- Strong geographical and logistical understanding of Japan and our core destinations
- Familiarity with the processes involved in confirming a wide range of travel arrangements
- Well-developed problem-solving skills, able to use initiative with confidence
- Independence and organisation, able to handle a volume of complex tasks simultaneously
- A high level of productivity and accuracy, able to get a lot done at a high level under pressure
- High quality communication/interpersonal skills in emails, in-person and on the phone
- Proficiency in MS Office (Excel, Word, Power Point, Outlook, Teams and SharePoint)
- Advanced level of English, both written and spoken
- Advanced level Japanese (AUS Only)

Beneficial skills and experience

- Experience of living and/or working in Japan
- Experience working in the travel industry
- Japanese language skills (US Only)

Conditions

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.

It is expected that the majority of your initial induction and onboarding will take place in the office. Subject to demonstrating task competency, we're happy to consider applications for hybrid or remote working in line with our flexible working policy. However, please be aware that for operational reasons, this is likely to be considered an office-based role, especially during peak seasons of travel.

Some Saturday work (on a rota basis) will be required with additional pay and time off in lieu to compensate.

US

Salary	\$41,550 - \$45,403 per year
Hours	37.5 hours per week
Holiday	20 days annual PTO + 13 public holidays + an extra days' leave for your birthday
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 Annual discretionary bonus related to company and individual performance of up to 125% of monthly salary

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

AUS

Salary \$49,045 – \$53,592 per year

Hours 38 hours per week

Holiday 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

Health 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)

Superannuation 10.5% p.a. increasing to 11% p.a. in July 2023

Bonus Annual discretionary bonus related to company and individual performance of up to 125% of monthly salary

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

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 branch 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 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.
