



WILD FRONTIERS

JOB DESCRIPTION

| | | | |
|------------------------------|---|--------------------|--------|
| Job Title: | Tailor-made Travel Consultant | Department: | Sales |
| Reporting to: | Sales Manger | Location: | London |
| About Wild Frontiers: | <p>We are an independent, award-winning adventure travel company, founded in 1998 by travel writer Jonny Bealby. Our expertise and first-hand knowledge of our selected destinations enable us to carefully craft small group and tailor-made itineraries which we hope will leave a long-lasting positive impact on both the people and places we visit, as well as offering a memorable and rewarding experience for the traveller. We believe sustainable and immersive travel can be a powerful force for good; breaking down barriers, dispelling myths and bringing people from different cultures and communities together.</p> <p>As an equal opportunity employer, Wild Frontiers encourages applications from people of all backgrounds, to bring together a team of passionate individuals who will work together to help challenge perceptions and inspire connections - both within our workforce and the destinations we are privileged to visit.</p> | | |
| Main Job Function: | <ul style="list-style-type: none">• Creating and selling tailor-made itineraries to the Middle East (Jordan, Oman, Egypt and Lebanon)• Deal with client enquiries for both tailor-made and group tour by phone, email and website.• Managing bookings for both tailor-made and group tour clients – including answering client questions and adding additional services.• Create and manage group tour extensions• Developing your region to include new destinations and tailor-made products for the website and reservation system.• Booking and managing ground services with our suppliers.• Prepare client travel documentation such as pre-departure information, visas, travel letter and flight tickets.• Assisting in marketing activities such as coming up with ideas for new products, special offers and writing short articles for our monthly e-mail newsletters.• Working with Marketing department to come up with ideas for PR and social media.• Learn about company products to sell other destinations where you have knowledge• Contacting clients regarding the balance on their trip• Sign off flight and ground agent invoices for tailor made tours. Sign off flight invoices for group tours | | |

| | |
|----------------------------------|---|
| Main Job Characteristics: | <ul style="list-style-type: none"> • Good knowledge of South East Asia Itineraries and visa requirements • Enjoy speaking and sharing your knowledge with customers • Attention to detail, ability to plan ahead • Ability to set and work to deadlines • Able to work on own initiative • Customer Service capabilities, able to deal with a variety of clients • Multi-tasking skills • Patience and persistence in dealing with challenging situations • Excellent Telephone manner • Excellent organisation/communication/interpersonal skills • Computer Literate • Numerate, able to prepare client invoices and receipts • Ability to deal with clients and agents face to face • Understanding of what the adventure/cultural traveller wants to experience • General Knowledge and interest in travel |
|----------------------------------|---|

| | |
|---------------------------------|---|
| Equipment Used: | Windows, Microsoft Word, Microsoft Excel, Dhruv Reservation system. |
| Qualifications Required: | N/A |
| Experience Required: | Office travel sales experience in a target driven environment Experience building bespoke complex itineraries for travellers Experience in an office-based environment an advantage. Travel and knowledge of your specialist destinations |
| IT Skills Required | Working knowledge of Microsoft Office packages and travel reservation systems. |
| Hours of Work: | Monday to Friday 9:00am to 5:30pm or 09:30am to 6:00pm. However you may also be expected to work on a later shift - from 11.30am to 8pm - a maximum of 5 days per month. Hybrid working. 1 day a week in our London office. If this is not feasible due to your location, we can discuss other arrangements. You will also be required to participate work some Saturdays on a rota basis. Occasionally you will have to attend trade shows and functions as required. Approximately 10 working days may be spent overseas. |
| Benefits: | <ul style="list-style-type: none"> • 25 days holiday per year (additional annual leave for long service – additional 3 days) • 1 day's leave for self-investment, with £250 contribution • Company Pension (3% employer contribution and 5% employee contribution) • Regular social get togethers • Staff travel/familiarisation trips • Paid volunteer days • Long service sabbaticals |
| Salary: | Salary – up to £35,000 pa depending on experience. Plus commission £10k-25k OTE. |