



WILD FRONTIERS

JOB DESCRIPTION

Job Title:	Group Tour Travel Consultant	Department:	Sales
Reporting to:	Sales Manager	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">• Handle Group Tour sales enquiries by both phone and email• Selling group tours and on occasion creating tailor-made itineraries• Load leads onto our systems and distribute to the Sales Team• Assist the team with the processing of booking cancellations & transfers• Learn about company products to sell and back up sales for destinations where you have knowledge• Add clients to our brochure mailing system when required• Checking availability for group tour and tailor-made flights and book them through our consolidators. Manage the flight until it is ticketed• Contacting clients regarding the balance on their trip• Create and manage group tour extensions• Manage new, existing and past bookings through our central reservations system• Sign off flight and ground agent invoices for tailor made tours. Sign off flight invoices for group tours• Checking final tailor made itineraries are correct, before they are sent to clients• Update client history records.		

Main Job Characteristics:	<ul style="list-style-type: none"> • Be organised – dealing with multiple clients with varied requirements and deadlines • Knowledge of travel geography • 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, clear speaking voice • 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, Axum Reservations System, Dhruv Reservation system.
Qualifications Required:	N/A
Experience Required:	Some experience in an office-based environment an advantage. Some travel experience preferred.
IT Skills Required	Working knowledge of Microsoft Office packages.
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. We have hybrid working, with one day in our London office per week. During your first month you may be required to be in the office for 3 days per week. 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) • Cycle 2 work scheme • Company Pension (3% employer contribution and 5% employee contribution) • Regular social get togethers • Staff travel/familiarisation trips • Long service sabbaticals
Salary:	Salary - £25,000 pa. Plus excellent commission.