



WILD FRONTIERS

JOB DESCRIPTION

Job Title:	Sales Operations Executive	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">• Responsible for the operation of tailor-made bookings including quality control of travel documents and final itineraries• Liaising with ground handlers regards to service requests• Ensuring standards of safety and quality are adhered to in all aspects of trip operation• Updating system with any changes to ensure accuracy of client documentation• Holding flights with flight consolidators such as Lime, Aviate etc.• Assist with procurement of client visa support documentation• Dealing with post-booking client queries• Prepare client travel documentation such as pre-departure information, visas, travel letter and flight tickets.• Contacting clients regarding the balance on their trip or missing information• Review flight and ground agent invoices for tailor made tours to ensure they are accurate.• Working with our Head of Sustainable Travel on all aspects of responsible and sustainable travel including single-use plastic reduction, carbon measuring and helping the company achieve B-Corp certification.		

Main Job Characteristics:	<ul style="list-style-type: none"> • Attention to detail, ability to plan ahead • Knowledge of travel geography, Itineraries and visa requirements • 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 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 • A commitment to good ethics and responsible travel
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Equipment Used:	Windows, Microsoft Word, Microsoft Excel, Axum Reservations System, Dhruv Reservation system.
Qualifications Required:	N/A
Experience Required:	Experience in an office-based environment an advantage. Travel experience preferred.
IT Skills Required	Working knowledge of Microsoft Office packages and travel reservation systems.
Hours of Work:	<p>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.</p> <p>We have hybrid working, with one day per week in our London office. During your first month you may be required to work 3 days per week in our office.</p> <p>You may also be required to participate work some Saturdays on a rota basis.</p> <p>Occasionally you will have to attend trade shows and functions as required.</p> <p>Approximately 10 working days may be spent overseas.</p>
Benefits:	<ul style="list-style-type: none"> • 22 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 - £27,000 pa.