

Role title: Tour Operations Specialist Sales Agent

Department: Travel – Co-op Holidays

Job family: Customer Support & Management

Job level: Level 4

About the role:

Our Coop are looking for a Tour Operations Sales Agent to join our society as part of the in house Tour Operator, Co-op Holidays.

We're a multi-business group operating in Food Retail, Childcare, Travel, Post Office, and Utilities, meaning you will get a breadth of multi-sector experience in a complex and fast-moving organisation. No two days will ever be the same!

At Our Coop, you will be part of business that puts people at the heart of everything they do. What makes us different?

The money you help us make is returned to our members and communities. We are a cooperative which means we share a third of our profits to our members and invest a third in our community support initiatives. In a profit-driven world, we are the difference.

We're proud to be owned by our members, and we'd love to be owned by you.

What you'll be doing:

Tour Operations Sales Specialist, you will:

- To Provide knowledge and support to convert B2B sales via our Coop Retail branches, Consortium members and homeworkers.
- Prepare detailed, accurate and high-quality itineraries, selecting the most appropriate flights, accommodation, and excursions.
- Demonstrate unrivalled customer service by continuously going the extra mile and maintaining relationships for repeat business
- Sell a variety of destinations and products, including tailor made itineraries, Cruise packages, Eurostar, long & short haul, City Break experiences and more.

- To surpass sales targets and maximising selling opportunities of Coop Holidays recommended products at every opportunity
- Actively participate in training to enhance knowledge and personal development
- Provide first level support to customers on any queries they may have on their booking or Coop Holidays products. Your shift pattern may include some evenings and weekends, but we value your time outside of work and we'll make sure your rota is available 4-weeks in advance – giving you peace of mind to be able to make the most of your days off

About you:

- Ability to thrive in a fast-paced sales environment
- Experience in a Travel Sales Environment with wide product knowledge
- Target driven
- Customer focused
- Comfortable working independently and as part of a team
- Comfortable using web-based systems
- GDS experience not essential but would be an advantage

Scope:

Reports to: Operations Manager
Direct reports: None
Manages budgets: No
Contacts (internal/external): Both