



## Bilingual Customer Service Advisor (French, German or Italian)

### 3 Positions Available

<b>Salary:</b>	£25,000 - £35,000 dependent upon experience plus bonus scheme
<b>Hours:</b>	Full-time (37.5 hours per week)
<b>Location:</b>	Option for hybrid-working with a minimum of 3 days per week at our Head Office in Derby

### The Role

If you're looking for a unique role in the travel industry, planning the logistics of tailor-made trips and itineraries for school groups and concert ensembles, our vibrant and forward-thinking company could be just the place for you.

You'll play a significant role in a Derby based team who are passionate about creating opportunities for young people in schools and in the community to embark on international tour experiences.

You will work closely with our group leaders throughout the months leading up to their tour departure, during which an itinerary that meets their group's tour objectives can be agreed and planned. Working closely with our network of worldwide suppliers you'll have responsibility for booking flights, transportation in resort, accommodation, excursions as well as tour elements that are specific to that groups tour type.

For educational tours you'll book visits that complement their curriculum and for concert tours you'll secure their venues and gather an audience.

Whilst the majority of the role involves speaking / writing in English with our UK based clients, we are looking for someone who can also speak French, German or Italian in order to liaise with our European suppliers.

The majority of our client and supplier communications are undertaken digitally or by phone, however, in-person visits continue to be valuable and may take place overseas, in the UK or at our Head Office. These may, on occasions, fall outside of core office hours. You will have the opportunity to travel and accompany groups on tour so you are able to communicate the experience first-hand to other group leaders.

Other key duties include:

- Confidently liaising with clients over the phone and by email to provide updates on the logistics and planning of their tour.
- Liaising with our network of suppliers to deliver itineraries that meet all groups' tour objectives.
- Ensuring that the timings of itineraries work seamlessly.
- Assisting the product team to ensure our tour portfolio and supplier database is continually developing and improving.
- Being part of the on-call rota which provides 24-hour support for all our groups whilst on tour (average of 3-5 times each year)

## The Candidate

You will be managing the tour arrangements of multiple groups at any one time, so a demonstrative skill in managing and prioritising a busy workload is essential. You will be a good listener and a confident communicator who succeeds on proposing and delivering solutions. With no two groups' tour objectives being the same, you'll need meticulous attention to detail and a desire to create a tour itinerary that wows!

You will have a positive, enthusiastic, pro-active approach and the willingness to be hands-on.

The experiences we create for our customers are unique, we will therefore fully support you in developing your skills and knowledge throughout your employment with us as we equip you with the confidence, ability and expertise to succeed in your role.

This is a fantastic opportunity for someone who relishes the thought of combining their love of travel and languages with their career on a daily basis. Our business has significant plans for future development and growth. We want to hear from people who believe they will succeed in this environment and are excited about the prospect of being part of the team and helping us grow!

## Requirements

### Key skills and experience

- A desire to succeed in a logistical travel planning role.
- Excellent organisational skills, time management and attention to detail.
- Good financial and commercial awareness.
- Strong administration skills.
- Fluency in French, German or Italian.
- Full UK driving licence.

### Beneficial skills and experience

- Knowledge of the travel industry.
- Fluency in a second European language.

## Benefits

- A basic salary of £25,000 - £35,000 (dependent upon experience)
- A bonus scheme
- 24 days holiday per year (increasing with length of service to a maximum of 27 days) in addition to all public holidays
- Contributory workplace pension
- Healthcare cashback scheme
- Cycle to Work scheme
- Flexible hybrid-working programme

