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## Japan specialist Travel Consultant

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Branches: UK, US, AUS

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Work location: Bristol, UK; Boulder, CO; Brisbane, Australia

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Full time position

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Reports to: Sales Team Leader

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### **Our Values**

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In everything we do at Inside Travel Group, we are Determined to deliver a Quality and Friendly service with Integrity and Passion using our collective Knowledge. This is at the heart of the organisation, and the company looks for every individual to demonstrate this daily.

### **Job Purpose**

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You will be responsible for creating, selling and delivering high quality Japan holiday packages.

### **The Role**

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Most of your time will be spent communicating with clients or travel agents over the phone, by email or in person, ensuring our clients have the best possible holiday experience. The role is varied and requires both strong inter-personal and organisational skills, with an ability to handle a large variety of simultaneous tasks under tight deadlines. The Travel Consultant is responsible for the reservation process as well as the preparation and sending of client travel documents, requiring strong attention to detail.

### **Who will you be working with?**

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You will work within a team of up to 6 other Travel Consultants led by a Sales Team Leader, to reach both individual and team sales targets in your branch office, while providing the highest level of customer service. You will also work closely with our operations teams in your own office and our Nagoya branch.

### **What are we looking for from you?**

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Thorough training on all aspects of the role is provided throughout your career, with ongoing support from your Sales Team Leader and Travel Consultant team. Alongside this you will be expected to demonstrate independence and self-motivation to reflect on your own performance and proactively seek to develop your skills and knowledge.

Resilience, determination, independence, and self-analytical skills are key traits required for success in the Travel Consultant role, and Inside Travel Group as a whole. Demonstrating a passion for Japan and travel is essential.

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## Outputs

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- High quality and inspiring travel itineraries
- Consistent achievement of monthly sales targets
- A consistently high average client feedback score (above 70% Superb)
- A minimal level of complaints and errors

## Main tasks and responsibilities

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- Interacting with clients by telephone, virtual appointment, email and in person at our offices or travel industry events
- Consulting with clients to identify their individual holiday requirements
- Creation of high-quality tailor-made itineraries for direct and trade clients
- Conversion to sale of both tailor-made and small group tour enquiries; maximizing value from each enquiry
- Working to achieve individual and team sales targets
- Co-ordination of all aspects of the client booking, including reservations and delivery of trip
- Preparation and despatch of client documents
- Prioritisation of tasks on a daily basis
- Delivery of excellent customer service, exceeding client expectations at every stage
- Other reasonable tasks as requested by Sales Team Leader/Sales Manager

## Experience and key skills required

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- Highly motivated, well-organized individual with ability to handle a volume of simultaneous tasks
- Previous customer service and/or sales experience
- Desire to achieve sales targets
- High level of productivity and accuracy; able to get a lot done at a high level under pressure
- Excellent written and verbal communication skills, IT skills and good with numbers
- A passion for Japan as a travel destination and desire to help others discover the country
- Basic Japanese language skills
- Experience of living and/or working in Japan
- There may be opportunity to promote and sell trips to destinations in our InsideAsia brand portfolio. Full training and support will be provided in this case, but existing knowledge and experience of travel to any/all of these destinations will be an advantage.

## Desirable attributes

- Previous sales experience
- Experience working in the travel industry
- Experience of travelling to our other destination countries
- Degree level education

## Pay and Conditions

- Candidates will need to have the unrestricted right to work permanently in the relevant branch country. For this position, we are unfortunately unable to sponsor visas. We will consider requests for flexible or remote working on hiring.
- The higher end of these salary ranges would be for someone with proven experience in this role or similar.
- Some Saturday work (on a rota basis) will be required with time off in lieu.
- Probation period: 6 months, which can be extended by 3 additional months if necessary (1 month in Australia)
- There may be occasional opportunities to travel to Japan or our other destinations for research purposes.

### UK

<b>Base Salary</b>	£20,690-£26,480 per year (depending on skills and relevant experience)
<b>Commission</b>	OTE £4k per annum, rising to £14k after 3 years
<b>Hours</b>	37.5 hours per week
<b>Holiday</b>	23 days paid annual leave, rising to 25 days, plus statutory bank holidays
<b>Pension</b>	3% employer pension contribution

### US

<b>Salary</b>	\$45,000-\$54,636 per year (depending on skills and relevant experience)
<b>Commission</b>	OTE \$4k per annum, rising to \$12k after 3 years
<b>Hours</b>	37.5 hours per week
<b>Holiday</b>	20 days annual PTO + 13 public holidays
<b>Health</b>	100% Medical, Dental and Vision Insurance Premiums Covered for Employee Healthcare and Dependent Care Flexible Spending Accounts
<b>Retirement</b>	401(k) – up to 3.5% company match

### AUS

<b>Salary</b>	\$46,625-\$58,456 per year (depending on skills and relevant experience)
<b>Commission</b>	OTE \$8k per annum, rising to \$24k after 3 years
<b>Hours</b>	38 hours per week
<b>Holiday</b>	20 days annually
<b>Health</b>	Employee Assistance Program; Personal & Sick leave entitlements; Covid-19 Vaccination side effects paid leave (1 day); Company paid parental leave – 1 week (in addition to statutory entitlements)
<b>Superannuation</b>	10% p.a.

## About Inside Travel Group

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Inside Travel Group Ltd is a growing travel company whose head office is in Bristol, with other sales branches located in Boulder, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000 and InsideAsia Tours established in 2012 and specialising in travel to South-East Asia. The multi-award-winning company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover.

Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer budget or personal interests. Our holidays grant people the chance to experience both the popular and little-known aspects of local culture, giving customers an insight into the diverse character of the country they are visiting.

## Work Culture

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You will be working with a great team of employees all with a passion for the destinations, a belief in the brands and a strong sense of collective values and purpose. Our work culture is supportive, creative and dedicated and is at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it will be important that you play your part.