

Japan Specialist Travel Consultant

Brand: InsideJapan Tours

Branch: Bristol, UK

Work location: Office

Reports to: Sales Team Leader

Our Values

In everything we do at Inside Travel Group, we are Determined to deliver a Quality and Friendly service with Integrity, Determination 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

As a Travel Consultant, you will be responsible for converting as many suitable enquiries to bookings as possible, creating fantastic trips and offering customer service that exceeds client expectations, aimed at encouraging a high level of repeat business and personal recommendations.

The Role

You will respond to client enquiries; find out what a client is looking for and then create a high-quality proposal based on your expert knowledge of our product offering and your personal experience. You'll provide exceptional customer service to every client whether they decide to travel with us or not, working quickly and responsively from the initial enquiry, the booking stage and through to the return from their trip.

You'll work with both direct clients and trade partners delivering our trademark friendly service using exceptional communication skills over the phone, by email, in person and via video, flexing your style to suit the individual.

Being highly organised, you'll ensure all enquiries and client questions are responded to quickly, and make sure any information or documents a client might need at any stage of their interaction with us are received in a timely manner to a high standard. Your capacity to manage competing tasks and ability to prioritise effectively will be crucial in this role. While the reservations process will mostly be handled by our Booking Delivery Team, you will be accountable for the overall client experience and satisfaction.

You'll specialise in trips to Japan and our stopover destinations initially, with the potential to expand your repertoire to other destinations in Asia (including Indochina, South Korea, Malaysia, Borneo and Thailand) once you are performing well in the role.

Who you will be working with

You will work within a team of Travel Consultants, managed by a Sales Team Leader. You'll learn from your Travel Consultant peers and keep up-to-speed with the work of our Product Department to ensure you always know what the best options available to your clients are. You'll work closely with our Booking Delivery and Customer Experience teams, ensuring that you provide them with all the necessary information about your clients for them to deliver the trip they are looking for.

Main tasks and responsibilities

- Consult with clients by telephone, on video call, via email and in person at our offices or travel industry events to identify their individual holiday requirements
- Create high-quality tailor-made itineraries for direct and trade clients based on their requirements
- Work to achieve individual and team sales targets; converting both tailor-made and small group tour enquiries to sale; maximizing value from each enquiry
- Co-ordinate all aspects of the client booking, including reservations, to ensure successful delivery of trip
- Conduct final quality check of travel documents to ensure high quality, accurate information is received by our clients
- Take a proactive approach to learning and development to ensure your sales skills, customer service and product knowledge is always improving
- Undertake familiarisation visits and inspections in our destination countries where required, to boost your own knowledge and share insights gained with your peers and product team
- Other reasonable tasks as requested by Sales Team Leader/Branch Sales Manager

Outputs and KPIs

- Creation and delivery of inspiring, high quality proposals and confirmation documents
- Consistent achievement of individual monthly sales targets (booking number and profit)
- Consistently high conversion rate of active leads to bookings, while taking on the expected volume of enquires
- Consistently high client satisfaction from both bookers and non-bookers, measured through client feedback
- A minimal level of complaints and errors

What we are looking for from you

We are looking for individuals who are committed to our company mission of making clients happy and show a strong passion for making high quality trips to Japan a reality. A high level of resilience, tenacity and critical thinking are essential for success in this role. Alongside this you will also be expected to demonstrate independence and self-motivation to reflect on your own performance and proactively seek to develop your skills and knowledge.

Thorough training on all aspects of the role will be provided throughout your career, starting with a comprehensive induction programme. You will receive 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.

What you will need

- A high level of customer service and/or sales experience
 - Experience of living and/or working in Japan, coupled with a passion for the country as a travel destination
 - Demonstrated determination to achieve individual and team sales targets
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- A highly organised and productive approach; you must be able to get a lot done under pressure to a high degree of accuracy
- Excellent communication skills enabling you to interact confidently with clients over the phone, by video call, by email and in person, along with facilitating good relationships with your colleagues internally
- A creative approach to problem solving, continually seeking to find the best outcomes to meet and exceed individual client requirements
- The determination to continually improve your own skills and knowledge, taking a proactive approach to your own personal development

Beneficial skills and experience

- Experience working in the travel industry
- Experience of travel to any of our other destinations (Indochina, South Korea, Malaysia, Borneo and Thailand currently)
- Degree level education

Pay and conditions

- This is an office-based role, and it is expected that most of your initial induction and onboarding will take place in the office.
- In line with our flexible working policy, we're happy to consider applications for hybrid or remote working, subject to demonstrating task competency.
- Some Saturday work will be required on a rota basis, with additional pay and time off in lieu to compensate.
- 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.
- There will be opportunities to visit Japan for familiarisation purposes, along with a staff discount on holidays to any of our destination countries.

Base Salary	£23,016-£28,466 per year (depending on skills and relevant experience)
Commission	OTE £4k per annum, rising to £14k after 3 years
Hours	37.5 hours per week
Holiday	25 days annual leave, rising by one day each year to a maximum of 28 days, plus statutory holidays, plus an extra day's leave for your birthday.
Health	Employee Assistance Program; Enhanced parental leave
Pension	3% employer pension contribution
Benefits	Hybrid working • Volunteering leave • Regular staff socials • Discounted travel for staff, family and friends • Discounts via Perkbox • Designated learning and development time

About Inside Travel Group

Inside Travel Group Ltd is a growing travel company whose head office is in Bristol, with other sales branches located in Broomfield, 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.

Our Culture

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.