

# FLIGHTS CONSULTANT

Travel Places has an exciting opportunity for an experienced travel consultant to join our busy flights team. Managing high-profile accounts, the suitable candidate will have at least 2 years' experience of working in a business travel background or similar and have excellent fares knowledge and proficient in a GDS (preferably Sabre). You will be highly motivated with the ability to work independently and as part of a team and calm under pressure. Previous experience of booking group travel would be an advantage.

## OVERVIEW OF MAIN DUTIES AND RESPONSIBILITIES

- Ensuring concise and accurate pricing of all flight bookings and issuing tickets within the correct timeframe. This will also include an in-depth knowledge of airline fares, re-issuing and refunding.
- Building and maintaining relationships with clients and key suppliers to a consistently high professional standard.
- An understanding and willingness to be available outside normal working hours to assist clients and Directors.
- An ability and willingness to solve problems by offering creative solutions or new working procedures.

## EXPERIENCE

- The ability to book flights using a GDS, fare build and issue tickets
- The ability to recalculate & reissue tickets & refunds accurately
- An understanding of a variety of complex air fares including RTW.
- Proven experience of using a GDS and Microsoft/O365.
- Experience of working in a high touch service environment and on high profile complex and detailed events

## SKILLS, ABILITIES & PERSONAL ATTRIBUTES

- The ability to compose written correspondence to a high standard and in line with Travel Places' policies and values.
- Excellent communication skills and telephone manner, with the ability to resolve issues appropriately.
- Proactive, organised and methodical, with an ability to grasp detail and complexity and reach appropriate resolutions.
- A high level of personal and professional commitment, with a flexible approach and an ability to work using own initiative to tight deadlines and to meet the needs of the business.
- Able to manage existing customer relationships identifying and anticipating customer needs and exceeding expectations.
- Highly motivated and able to manage own workload with excellent attention to detail.

## WHAT WE OFFER

- Competitive salary
- Hybrid office / home working
- Cycle to work scheme
- Group personal pension scheme
- Company incentive scheme
- Staff social & wellbeing events
- Employee assistance programme
- Health Cash back benefit

## CONTACT US TO FIND OUT MORE

**Base location:** Worthing, West Sussex. We offer hybrid working patterns but all candidates must be available to attend our offices in Worthing, West Sussex'.

**Permanent:** Full-Time position

**Salary:** Dependent on Experience

**If you are interested in this role, please email your CV to [beckyt@travelplaces.co.uk](mailto:beckyt@travelplaces.co.uk)**