

Job Description
Specialist Travel Consultant



Purpose of the Job

To sell and customise Pura Aventura’s range of active holidays for clients.

- This involves responding to client enquiries (primarily by telephone and email): providing advice and information on products and destinations, designing customised itineraries, etc. in order to convert these enquiries into sales. A high proportion of sales are customised itineraries, requiring in-depth knowledge and creativity.
- The job also involves continuing liaison with clients up to and beyond travel. Throughout, the job is to ensure that our clients’ experiences are extraordinary.

Main Job Responsibilities	Weighting
<p>Sales and Client Management</p> <ul style="list-style-type: none"> • Respond to client enquiries in a professional, knowledgeable and timely manner. • Gather client requirements and preferences in order to provide appropriate advice on destinations, standard products and customised itineraries, availability, etc. • For Group sales, manage the client booking efficiently. • For tailor-made sales, create customised itineraries for clients that meet their requirements and which fulfil Pura Aventura’s mission to deliver Active Holidays in Comfort. Work directly with Pura Aventura’s local suppliers to create extraordinary itineraries. • Follow-up previous enquiries in order to both serve clients professionally and ensure that sales opportunities are not lost. • Close sales opportunities effectively to maintain a high conversion rate. • Build rapport with clients throughout this process in order to establish a good long-term relationship between the client and Pura Aventura. 	70%
<p>Tour Organisation and Client Administration</p> <ul style="list-style-type: none"> • In conjunction with the Specialist Tour Organiser(s): <ul style="list-style-type: none"> • Ensure that all necessary arrangements (flights, hotels, guides, activities, transfers, vehicles, restaurants, etc) are made in order to fulfil booked client holidays. • Ensure that all arrangements are completely and accurately made and checked in a timely manner to ensure that Pura Aventura fulfils its client and cost commitments. • Ensure that all arrangements meet Pura Aventura’s commitment to operate in a sustainable and responsible manner. • Ensure that client payments, invoices, etc are processed in an accurate and timely manner. • Ensure that appropriate client documentation is produced in an accurate and timely manner. • Other administration as required. 	20-30%
<p>Other</p> <ul style="list-style-type: none"> • We are a small and flexible team who put ourselves in our clients’ shoes to deliver extraordinary holidays. Other duties may also, therefore, be required from time to time to accommodate client needs and our growing and exciting business. • This is likely to involve familiarisation trips to improve product and destination knowledge, client and marketing events, dealing with client emergencies, etc. 	0-10%

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Skills and Experience Required	Importance
Excellent spoken English communication skills: ability to professionally build rapport, listen, provide and present information to clients and prospective clients on the telephone. A confident, knowledgeable, friendly and enthusiastic style.	Essential
Excellent written English communication skills: ability to write clearly, accurately and professionally in client and other communications including email, itineraries, etc.	Essential
Experience, understanding and a passion for active/adventure travel.	Essential
Organised, and with a quality orientation to get the details right.	Essential
Flexible, positive and responsive to client and business needs	Essential
Computer literacy: at least basic proficiency in the use of PCs, email, the web and MS Office applications.	Essential
Sales skills: experience and proven success in selling, preferably in the context of a complex, high value, consumer service.	Highly desirable
Spanish and/or Portuguese language: at least basic spoken and written.	Highly desirable
Good first-hand knowledge of Latin America and/or Spain. First hand knowledge of other regions of the world would also be desirable.	Highly desirable
Experience of the travel industry, especially arranging complex travel itineraries.	Highly desirable
Commitment to responsible, sustainable travel.	Preferable
Graduate level education	Preferable
Ability and desire to develop and grow with the business.	Preferable

Job Profile Information	
Working Hours	40 hours per week Some flexibility will be required to accommodate office hours, which are from 09:00 – 19:00 and to accommodate peaks in work. In general you will be expected to work 09:00-17:30 one week and 10:30-19:00 the following week.
Salary	Basic salary £22,000 - £24,000 dependent on experience Profit-share incentive scheme
Based at	Pura Aventura's offices in Brighton. Occasional travel will be required for marketing support and destination/product familiarisation.
Reports to	Thomas Power, Managing Director
Job Reference	STC2009/2

Updated 09th December 2009

Important Note: This job description is provided as only a fair indication of responsibilities, etc and does constitute a contract of employment.