
Job Title:	Travel Expert – Telephone Customer Services
Reports To:	Travel Experts Manager
Salary:	Competitive (dependent on experience)
Team size:	Overall Travel Experts Team (Sales and Support Team combined) approx. 60

What are we looking for?

As a Travel Expert on our Customer Service Team you will complete all after booking requests or tasks for all holiday reservations dealing with all worldwide destinations Premier Holidays features. It is an incredibly varied role not only dealing with any changes made to holidays from the supplier or client side once the booking has been made, but also the whole administrative side of holiday bookings behind the scenes. This includes dealing with suppliers and clients over email and the phone, various daily reporting, quality control checking of documentation, schedule changes, building work updates, making arrangements for bookings with special needs, assisting with any problems in resort and also keeping up to date with foreign office advice.

Our Experts are enthusiastic and motivated and enjoy working as part of a busy team, helping others and delivering exceptional customer service.

What you'll need:

Our business can't be done without our people, we want them to be proud to work for Premier and consider them to be part of the Premier family. In this role, we are looking for passionate and motivated individuals ready to start an exciting career in the travel industry. Someone that loves helping customers and agents, is organised, conscientious, enjoys learning on the job in a fast-paced environment and is a real team player.

Our ideal candidate will be approachable, enthusiastic, and flexible to fit in with the rest of our team, you'll also need to have these knowledge and skills:

- Previous experience in a telephone customer service-based role
- Professional, helpful and calm telephone manner
- Proactive nature
- Have excellent organisational skills, a keen eye for detail and be comfortable with multi-tasking
- Be able to remain calm when dealing with any problems or complaints
- Like working under your own initiative and as part of a team
- Competent in using Outlook, Word and Excel
- Previous knowledge of the travel industry is desirable but not essential

What's in it for you?

We are a friendly bunch, we listen to our staff, treat everyone fairly, celebrate long service and loyalty, are flexible, fun, and sociable to create the best environment we can for our employees to flourish. We offer:

- Competitive salary
- Work from home hybrid
- 29 Days Holiday Inclusive of Bank Holidays, increasing on length of service
- Overseas educational travel opportunities
- Discounts on Travel and Holidays
- Free on-site parking
- Standard Life Pension
- Social Events: Summer Party, Christmas Party, Quiz nights and other socials.
- Fresh Fruit in the offices

The procedures and policies contained in this document were developed based on current government guidance and are subject to change. Any significant changes will be communicated to the staff via email and their direct line managers and may result in needing a re-signing of the updated policy. Failure to comply with these procedures and policies could result in legal action against Premier Holidays and depending on the severity could result in disciplinary action.

What are the hours for the role?

We are looking for someone who can work at least three days a week plus two in four Saturdays, but up to five days per week. You'll need to be able to work Monday – Friday 9am – 5:30 pm and Saturday 9am – 5pm.

Whilst you get to know your team and your job role, we'll expect you to attend the office every day, following this initial period we offer the option to participate in a work from home hybrid.

A bit about Premier

At the Premier Travel Group (made up of Premier Holidays and Premier Travel) we believe that holidays bring people together, deliver new experiences and create wonderful memories that last a lifetime and we love to be a part of this!

We are an independently owned, family-run travel company that has proudly been operating locally for over 85 years. Over half of our team of 220 have been with the company for more than 10 years, which says a lot about our company ethos and experience in selling holidays.

Premier Travel Limited is the East of England's leading independent travel agency with 25 branches across the East and Southeast of England, twelve of which are in the Cambridgeshire area. Our Travel Consultants pride themselves on their excellent travel knowledge, high levels of customer service and the personal touch that keeps our many loyal customers coming back to us again and again.

Premier Holidays Limited is the tour operation side of the business offering a wide range of holiday destinations, which include the Channel Islands, Far East, Sri Lanka, Middle East, Southern Africa, Indian Ocean, USA, Canada, Australia and New Zealand. We are well known within the travel industry as the market leader for Channel Islands holidays and as a long-haul specialist with a team possessing extensive experience in creating long haul, tailor-made multi-centre holidays. Our wide range of inspiring brochures can be found in most Travel Agencies across the UK and our knowledgeable staff are always on the end of a phone line to offer invaluable holiday advice and personal recommendations. We also have an office in Jersey and a direct client brand for the Channel Islands.

Our goal is to deliver exceptional holidays that our teams are proud of. We care about our customers' holidays as though they were our own; we recognise it's our business but their dream.

Data privacy

Before applying for this position please view our Careers Site Privacy Policy. By submitting your application, you are confirming that you agree to the processing of your data as outlined in our Careers Site Privacy Policy and that we can keep your CV and application on file for up to two years.