

Travel Consultant (Japan Specialist)

Brand:	InsideJapan Tours
Branch:	Bristol, UK; Broomfield, US; Brisbane, AU
Work location:	Office; Hybrid
Reports to:	Sales Team Leader

Our Values

In everything we do at Inside Travel Group, we strive 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. Each member of the team is expected to exemplify the company values through their work and professional conduct. We expect everyone to set an example to those around them and to be conscious that they are representing the company when working with customers and partner organisations.

Our Culture

You'll be part of a fun, friendly team of employees, all of whom share a passion for our destinations, a belief in our brands and a strong collective sense of values and purpose. Our work culture is supportive, creative and dedicated, and it's 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'll be important that you play your part.

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 to ultimately maximise repeat business and personal recommendations.

The Role

As the first port of call for our leads, you'll ensure a winning first impression, seeking to establish trust and build rapport with your clients from the very beginning. Responding to incoming leads, you'll work with your clients to 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.

While you'll initially specialise in Japan, there may be opportunity to expand your repertoire to other destinations in Asia (including Indochina, South Korea, Malaysia, Borneo and Thailand), with full training given, as you progress within the role.

Who you will be working with

You will work within a small team of Travel Consultants, led by a Sales Team Leader. You'll learn from your Travel Consultant peers and keep up-to-speed with the work of our Product function to ensure you always know what the best options available to your clients are. You'll also 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.

Level of budgetary responsibility

There is no budgetary responsibility for this role.

What you will be doing

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- 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 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 are 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 & Deliverables

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- Creation and delivery of inspiring, high quality proposals and confirmation documents.

Outcomes & KPIs

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- 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 you will need

- Previous 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.
- Self-motivated with the determination to achieve individual and team sales targets.
- 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.

What we are looking for from you

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 continually reflect on your own performance and proactively seek to improve your personal and professional development.

Beneficial skills and experience

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

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.

UK

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

Bonus	Uncapped bonus with expected on target earnings (OTE) of £4,000 per year
Benefits	Hybrid working • Volunteering leave • Regular staff socials • Discounted travel for staff, family and friends • Discounts via Perkbox • Designated learning and development time
US	
Hours	37.5 hours per week
Holiday	20 days annual PTO, plus 13 public holidays, plus an extra days' leave for your birthday
Health	100% Medical, Dental and Vision Insurance Premiums Covered for Employee Healthcare and Dependent Care Flexible Spending Accounts
Retirement	401(k) – up to 3.5% company match
Bonus	Uncapped bonus with expected on target earnings (OTE) of \$6,000 per year
Benefits	Hybrid working • Volunteering leave • Regular staff socials • Discounted travel for staff, family and friends • Designated learning and development time

AUS	
Hours	38 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; Personal & Sick leave entitlements; Covid-19 Vaccination side effects paid leave (1 day); Company paid parental leave – 1 week (in addition to any statutory entitlements)
Superannuation	11% per annum
Bonus	Uncapped bonus with expected on target earnings (OTE) of \$8,000 per year
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.