

**Job Title:** Senior Travel Consultant

**Reports To:** Branch Manager

**Salary:** Competitive (dependent on age and experience) + excellent incentive, commission scheme

**Location:** St Ives, Cambridgeshire

**What are we looking for?**

Reporting into the Branch Manager, the role of Senior Travel Consultant within a Premier Travel Agency involves being part of a busy team dealing with customers face to face daily, planning and selling tailor made holidays to worldwide destinations along with any other required travel services to suit each client's requirements.

Our travel consultants work hard to meet and exceed their targets and take pride in offering excellent customer service to gain recommendations and build on our local client bases.

**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 an experienced Travel Agent, you'll be a real team player and someone who loves dealing with customers face-to-face and working to sales targets.

Ideally, you will have at least 5 years' experience as a travel agent along with being approachable, enthusiastic, and flexible to fit in with the rest of our team, you'll also need to have these knowledge and skills:

- **Experience working as a travel agent in a previous role or another travel company**
- A passion for travel and the travel industry
- Enjoy working to sales and profit targets
- Ability to interact, communicate and negotiate effectively with clients face to face and over the telephone
- Have excellent organizational 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
- Personal travel experience is an advantage

**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:

- Discounts on Travel and Holidays
- 21 Days Holiday plus UK Bank Holidays
- Excellent incentive, commission schemes
- Overseas educational travel opportunities
- Standard Life Pension - 3% Employer Contribution, 5% Employee
- Social Events: Summer Party, Christmas Party, Quiz nights and other socials.

**What are the hours for the role?**

We are looking for someone who can work at least 3 days a week, but up to 5 days per week, you'll need to be able to work retail hours Monday – Saturday 9am – 5pm, we'll also need someone who is flexible to work on a Sundays on a rota if required. You'll be guaranteed at least one full weekend off per month. There is no ability to work on a hybrid basis with this role.

**A bit about Premier**

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Premier Travel Group (made up of Premier Holidays and Premier Travel) is an independently owned, family-run travel company that has proudly been operating locally for 90 years. Over half of the team have been with the company for more than 10 years, which says a lot about our company ethos and vast experience in providing and selling holidays.

Premier Travel Limited is the East and Southeast of England's leading independent, award-winning travel agency, with 31 branches across the region, including twelve in the Cambridgeshire area. Our Travel Consultants are renowned for their expert knowledge, exceptional service, and personal touch, which keep our loyal customers returning time and time again.

Premier Holidays is a highly regarded tour operator in the travel industry, offering Travel Agents and direct customers their expertise and knowledge in tailor-making dream holiday experiences from a wide range of holiday destinations ranging from the Channel Islands to the Far East, Sri Lanka, Middle East, Southern Africa, Indian Ocean, USA, Canada, Australia, and New Zealand. The head office and main inbound call centre is based just outside of Cambridge where all training and office visits take place.