

OXFORD TRAVEL COLLECTION LIMITED

JOB DESCRIPTION

Job Title: Private Travel Consultant – Chalets and/or Hotels

Responsible to: Head of Sales / Operations Manager

Location: Witney, Oxfordshire

Start Date: Late Spring / Summer

Contract: Full time

Salary: On Request

Job Purpose: To be the client's travel PA and ensure that the organisation is providing an efficient and professional service that meets/exceeds the expectations and needs of clients. To effectively manage suppliers to ensure they are providing an excellent service to clients.

Job Responsibilities:

- Working as your client's travel PA, you will look after them from the moment they make their initial holiday enquiry, short listing ideas for them, taking them through the booking procedure and ultimately securing the booking.
- Building strong relationships with our chalet/hotel partners in resort to ensure we get the best options for the client and the maximum commission for The Oxford Ski Company.
- Responsible for obtaining correct invoices from the chalet/hotel partner, generating the relevant booking paperwork for your client and discussing payment options with them at time of booking.
- Liaising with the accounts team to make sure payment is received on time.
- You will also be responsible for following up the clients stay once they return from their holiday and to address any issues and pass on this feedback to The Oxford Ski team, and the relevant chalets/hotels/suppliers.
- To be pro-active in contacting previous clients and encouraging repeat business for the following seasons. To also ensure clients are fully aware of our sister company Oxford Private Travel who are able to assist with any non ski holiday requirements.
- You will be required to attend face to face meetings with chalet/hotel suppliers & relevant related events (which may be outside of standard office hours).
- To take the time to learn and familiarise yourself with our chalet/hotel portfolio so that you can best sell to the client.
- To attend and be involved in the organisation of summer and winter FAM trips, to help you further understand the individual properties and resorts.
- You will also be responsible for the joint general upkeep of The Oxford Ski Company website portfolio, ensuring all properties are up to date and accurate, and adding new properties where necessary.

Skills and Experience required:

- Ideally you should be educated to degree level or similar. Previous experience in a similar role is preferable but not essential.
- Ideally you will have worked a ski season in resort (either Europe or North America) or have good knowledge of the ski industry.
- You must have the ability to build strong relationships with your clients and have a friendly, approachable and professional manner.

- You must have impeccable communication skills with a willingness to go that extra mile.
- You need to have exceptional organisational skills and attention to detail.
- You must work well in a team environment and be motivated to exceed set budget targets.

Application Process:

1. Please send your CV with a covering letter by email to Neil Kitchen - neil@oxfordski.com.
2. First interviews will be conducted by telephone.
3. Second (and possibly third) interviews will be held at our offices in Witney.