

CARRIER

Aftersales Consultant

Based in Carrier's head office in Didsbury, Manchester

THE COMPANY

Established in 1980 and with royalty and celebrities amongst our clients, Carrier's discreet, attentive and bespoke service is held in the highest regard. Carrier curates exceptional luxury travel experiences designed to fulfil the desires, dreams and goals of our clients; experiences so bespoke you won't find them anywhere else. The client's every need, every preference and every whim is catered for, no request is too small and no challenge too big.

THE ROLE

Based in Carrier's stylish head office, the successful candidate will play a critical role in the delivery of service excellence to our clients.

Supporting the reservations teams you will ensure that the finer details are considered on client's itineraries, by confirming individual arrangements with the world's leading travel suppliers and proactively anticipating the needs of the luxury traveller before travel. You will help to ensure our clients receive a truly exceptional travel experience.

Delivering accurate and appealing client documentation, you will ensure that clients are well prepared for their trip, while also building their anticipation and excitement.

A strong team player, this role requires effective collaboration with colleagues and flexibility to juggle varying workloads and deadlines.

This is a luxury travel role like no other.

RESPONSIBILITIES

- Manage all aspects of confirmed bookings by reserving/amending flight, hotel and transport arrangements
- Liaise with worldwide suppliers, accurately verifying and logging arrangements
- Meet target turnaround times on processing bookings
- Create accurate documentation to inform and inspire clients

- Communicate effectively with travel agents, clients and internal teams to advise on the status of bookings
- Support colleagues to ensure that the team's workload is effectively managed and goals are achieved

REQUIREMENTS

- Attention to detail, the ability to analyse and decipher complex arrangements
- Excellent organisational skills
- Strong work ethic, the drive to meet deadlines and deliver service excellence
- Confident working under pressure
- An approachable manner, confident and comfortable dealing with suppliers and colleagues
- Excellent communication skills, both written and verbal
- Proactive attitude, willing to assist in supplementary tasks as required by the business
- Proficient in Microsoft Office including Outlook, Word and Excel
- Desirable: knowledge of our tour operator reservations systems Dolphin

PACKAGE

- Excellent base salary
- Annual bonus based on business targets
- 23 days annual leave (increasing to 27 with length of service)
- Hybrid working policy, allowing 40% from home, and flexitime
- Further company benefits include discounted personal travel, company pension scheme, flexible working hours, cycle to work scheme and unpaid leave entitlement

APPLICATIONS

Please send CVs to daniella.hudson@carrier.co.uk for consideration.