

Business Travel Consultant (REF: TC1021)



Closes: 14th October 2021

About the company

Beyond Business Travel is changing the world of business travel. We are a dynamic, innovative, and fast-growing travel management company based in Belfast & Dublin. We have big growth plans which means that we need to add business travel consultants to our team.

Summary of Role

The business travel consultant will be part of a team that reports to a team leader. The roles and duties will vary dependent on the allocation of duties, experience and business needs but will primarily cover travel requests from our clients who are based across UK & Ireland. All of our consultants are currently working from home, but we have offices in Belfast & Dublin for hybrid working, training and office based work when needed.

Key Responsibilities

- Be a point of contact for customers within the team
- Provide expert advice to the customer throughout the reservations process and that we are adding value at all customer interactions
- Ensure all quotations are booked are accurate, meet the client needs and within agreed service level timelines
- Be knowledgeable of our product offering and that of our suppliers
- Deliver exceptional customer experience before, during and after client travels
- Ensure that clients are aware of the full business travel offering

Skills and Experience

- Excellent customer relationship, communication & interpersonal skills
- Minimum one years working in a travel company or related qualification
- GDS experience (Amadeus preferred)
- A strong customer focus
- Can do work ethic and ability to work in a fast-paced working environment
- Team Player
- Ability to working in line with procedures with a focus on attention to detail
- Ability to work towards individual and team targets
- Proficient in MS Office applications

To apply to join our team please send your CV to HR@beyondbusinesstravel.com, all applications will be treated with the strictest of confidence.