

# Business Travel Consultant (REF: TC1021)



**Closes:** 3rd February 2022

## About the company

Beyond Business Travel is a leading travel management company in UK and Ireland who has continued to grow throughout 2021 with over 20 new corporate account wins in 2021. We are dynamic, innovative, and fast-growing with a focus on providing the best in travel technology and service to our clients.

We are based in Belfast & Dublin and are looking for staff that are enthusiastic and can deliver an exceptional customer experience. This company growth, combined with greater activity from our corporate clients means we need to add business travel consultants to our team.

## Why work for Beyond Business Travel?

- ✈ Are you interested in working in travel, with a company who focuses on the latest travel technology for its clients?
- ✈ Do want to work for a company that goes the extra mile for clients?
- ✈ 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.
- ✈ We provide highly competitive remuneration
- ✈ Healthcare Plan
- ✈ Career plan with training
- ✈ We are a social bunch and enjoy nights out

## 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 corporate clients who are based across UK & Ireland. We pride ourselves on going the extra mile for our clients and need team members who have the same approach to clients.

## 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 five 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](mailto:HR@beyondbusinesstravel.com), all applications will be treated with the strictest of confidence.