

Assistant Manager - Shipley

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Company: Hays Travel

Location: Shipley

Category: other-general

Job description

Competitive salary with unlimited bonus potential

We are looking for experienced Assistant Managers to join our successful teams in our branches. Assisting the branch manager in coaching and developing a team of consultants, you will lead by example, ensuring that the company's high standards are maintained. You will draw upon your supervisory experience to support the branch manager in the day-to-day operation of the branch by motivating the team to deliver exceptional customer service in order to maximise sales and overall profitability.

You will be passionate about finding every customer who walks through the door their ideal holiday. Provided with ongoing training, you will be equipped with specialist knowledge to confidently advise on an extensive range of holiday packages and tailor-made holiday experiences, as well as a range of ancillary and insurance products, in order to achieve both individual and team sales targets.

Our customers are at the forefront of everything we do so exceptional customer service experience is required.

What will be your key responsibilities?

Maximising sales, whilst assisting the branch manager to ensure the overall profitability of the branch

Assisting with the effective day-to-day operation of the retail branch and foreign exchange bureau

Assisting with the supervision, coaching and development of branch staff

Identifying and meeting customers' needs by providing exceptional customer service at all times

Participating in promotional events and activities to increase exposure of the branch

Using social media to promote offers, generate customer engagement and sales leads

Leading by example in achieving individual sales targets and objectives

Assisting and supporting the branch manager to achieve maximum staff productivity whilst ensuring staff motivation is maintained

Ensuring that excellent customer service experience is provided at all times

Attending managers' meetings, conferences and other promotional events as required

Effectively performing administrative duties

To undertake any other duties that may fall into the job criteria

To conform with all company policies and procedures, including health and safety

To treat all employees, customers and suppliers with dignity and respect

This job description is not intended as an exhaustive list of all duties and responsibilities of the post but simply reflects the key areas involved

Ensuring both branch and staff appearance conforms to company standards

What competencies we are looking for?

Ability to coach, develop and motivate a team

Ability to work towards individual and team sales targets

Excellent communication and customer service experience

Good accuracy and numerical skills with the ability to understand and interpret financial statistics

Enthusiasm and a positive attitude with a commitment to contribute to the growth of the business and to

Ability to assist with the development of employees to maximise job satisfaction and performance

Competent IT skills

What experience we are looking for?

At least 2 years' experience as a Travel Consultant

A proven sales record

Passionate about travel and tourism

Excellent travel product knowledge with a good working knowledge of tour operator systems

Good sales and presentation skills

Customer focussed

Problem solving

Good leadership skills and experience of working within a supervisory role

Good organisational and time-management skills

Excellent communication skills

A recognised travel qualification (desirable)

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