United Kingdom Jobs Expertini®

Travel Success Manager

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Company: Platinum Travel Recruitment Ltd

Location: London

Category: other-general

We are seeking an experienced Travel Success Manager to join a highly successful and dynamic leisure travel company, hybrid working model based in London.

The ideal Travel Success Manager will be responsible for the onboarding of leisure consultants and handle any customer queries.

Travel Success Manager Duties:

- * Manage a portfolio of high-touch customers by serving as their day-to-day contact for questions and issues via phone, calls, emails and in person meetings.
- * Develop personal, solid, consultative relationships with each travel consultant.
- * Intimately understand each business drivers to be able to develop tactical strategies for growth.
- * Design deliverables to keep Advisor and their clients engaged. Deliverables include portfolio reviews, technology, travel tool & professional development education, best practice consultation and application and business plan development and execution.
- * Acts as a Trusted Mentor/Coach to the Advisor in both travel and 'non' travel related business initiatives.

- * Meeting Head of Contracting and Tour Operations to assess portfolio by reviewing productivity.
- * Along with Head of Contracting and Tour Operations, provide proactive process improvement & scoping of new opportunities allow for organic growth.
- * Proactively monitor revenue activity, analyze volume trends.

Travel Success Manager – Essential Requirements:

- * Travel industry experience within account management and / or operational experience (both preferred).
- * Extensive experience/knowledge in leisure and tour operation
- * Experience in customer complaints handling
- * Growth minded and passionate about serving and supporting travel advisors
- * Prior live and virtual training experience is a plus
- * Strong verbal, written and presentation skills
- * Working knowledge of the GDS and travel tools such as Amadeus, Sabre, Galileo, Travel Tek, Atriis a plus
- * Experience with utilizing SalesForce (CRM) and PowerBi ideal.

Generous perks are on offer along with career growth.

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