

JOB DESCRIPTION

Job Title: Groups Operations Executive

Department: AC Tours

Location: London

An exciting opportunity has arisen for a passionate and organised team player to be a part of AC Tours Groups Operations team. The role will mainly involve being accountable for managing all activities after a tour is confirmed, to ensure a seamless experience for our customers.

Responsibilities

- Ensuring a thorough handover from the Groups Sales/Quotations team upon a group confirming.
- Booking the required services i.e. coach, meals, guides, and entrances etc. as per the client's requirements.
- Constantly liaising with clients and suppliers to receive and provide sales updates.
- Managing room requests and rooming lists between client and hotels.
- Ensuring final details are collected and passed on to the hotels and other suppliers, in way of issuing vouchers, to ensure seamless service during tour.
- Timely cancellation of unrequired services before deadline to avoid any cancellation charges.
- Managing any on-tour / post-tour negative feedback and liaising with hotels to agree on client acceptable solutions.
- Issuing client invoices and ensuring supplier invoices are cross-checked against Tour Plan and forwarded to the Finance team to arrange payment.
- Ensuring effective and timely communication with the customers and suppliers
- Build and maintain relationships with all stakeholders to achieve desired outcomes
- Use personal judgement and initiative to develop effective and constructive solutions to challenges and obstacles
- Represent the company at trade shows & site inspections as business demands
- Keep the database updated with current information
- Emergency mobile cover on a rota basis
- Any other office duties as required

Essential Skills

- Fluency in written and oral English.
- Numerate, strong attention to detail and high levels of accuracy.
- Excellent customer service skills with an approach that consistently seeks to go above and beyond.
- An empathetic ability to listen and thereafter communicate effectively and articulately.
- Extremely organised with an unflappable approach that can successfully multi-task
- A positive outlook with a flexible approach that actively seeks out solutions.
- Highly proficient in IT (MS Office) and a quick learner of new tools and operating systems

Desired Skills

- Previous experience of working in the travel/hotel industry with working knowledge of the UK & Ireland a huge advantage
- Knowledge of 'Tourplan' software
- Professional fluency in an additional European Language (especially German or French)

To Apply: Please send through your updated CV and brief cover letter to jobs@actours.co.uk...