**JOB DESCRIPTION**

**Job Title: Operations Executive (Groups and FIT)**

**Location: London**

An exciting opportunity has arisen for a passionate and organised team player to be a part of the Operations division. The role mainly revolves around managing handling inbound bookings for leisure groups, MICE as well as high-end luxury individuals or family traveller groups. The role will consist of researching potential itineraries, suggesting suitable hotels & services, preparing quotations, converting the business and to ensure a seamless experience for our customers.

**Responsibilities**

* Accountable and responsible for dealing with FIT and Group enquiries
* Responsible for ensuring that all duties are carried out with high attention to detail and that levels of service offered from initial quote stage to final confirmations and beyond, are second to none.
* Assist in the development of the DMC business and in maintaining/improving upon the image of AC Luxe and its DMC network as a whole
* Proactive product development enabling new and unique proposals and concepts to be offered
* Maintenance and delivery of agreed levels of service as defined by each event/project during all stages of pre-sale, planning, delivery and post event.
* Deal with initial enquiries from clients in a timely manner by offering regular updates to clients and same day acknowledgements via email and telephone.
* Proficiency to offer suitable itinerary suggestions as well as alternatives in terms of hotels, services and logistics.
* Booking the required services (i.e. coaches, meals, guides, and entrances etc.).
* Negotiate competitive rates with suppliers where contracts are not held or with a view to re-negotiating ad hoc with contracted suppliers for particular pieces of business as necessary.
* Liaise with suppliers to check availability and ultimately book and confirm all aspects of travel.
* Ensure that all reservations are added accurately into the operating system; Tourplan.
* Ensure all hotels and services are reconfirmed as necessary prior to client’s arrival.
* 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.
* Liaise with Sales and Contracting where necessary, with a view to assisting with sales and advise where contracted product may be required.
* 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 Tourplan and forwarded to the Finance team to arrange payment.
* Emergency mobile cover on a rota basis
* Any other office duties as required

**Essential Skills**

* Professional fluency in 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.
* Strong ability to negotiate and persuade with both suppliers and clients.
* 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 German, Cantonese or Mandarin

**To Apply:** Please send through your updated CV and brief cover letter to [jobs@acgroup.travel](mailto:jobs@actours.co.uk)…