



Sales & Customer Service Administrator - Full time permanent role.

Irish owned and operated, Travel Department is a leading provider of guided group holidays, delivering memorable holidays to 1000s of people in Ireland and the UK. We've been operating for over 25 years bringing customers to wonderful destinations all over the world. Our team create fully guided group holidays that include everything from flights, accommodation, excursions to iconic sights and experienced local guides. Our customers come back time and time again thanks to our range of incredible destinations and to the best-in-class service that we provide.

Headquartered close Dublin's vibrant docks area and the city centre, our greatest strengths are our people, our scale, our market leading position in Ireland and our unrivalled experience. Our team are experts, and all have one crucial thing in common – we are all passionate about travel.

If you are interested in providing a professional and focused support to an expanding team, working to specific deadlines, broadening your knowledge of the travel industry, handling customer queries and complaints as well as other various tasks then this is the job for you!

The Role:

Sales

- Overflow cover for Sales calls (certain times of year)
- Balance chasing
- Talk pax through verification process with Ryanair
- Administration support backup for Bespoke Groups
- Posting out travel documents

Flight Inventory

- Seat selection for Long Haul Airlines
- Updating Passport details
- Issue Boarding cards for passengers (during busy periods) April / May & September / October
- Book Chauffeur service for Business Class pax
- Updating flight times as necessary

Customer Service

- Assisting with overflow enquiries for Customer Services during the busy period
- Creating compensation vouchers
- Updating / editing 'Know Before You Go' customer documentation
- Sending airline claim letters (when applicable)

Personal Attributes and Skills required:

- Excellent written and verbal English communication skills
- Very strong attention to detail
- Must be proficient in all Microsoft applications

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Travel
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Let's see more...

- Excellent at solving problems and providing superior customer support
- An enthusiastic team player who is a fast learner
- Ability to adapt to new tasks and be flexible in their working approach
- Strong interest in learning about the travel industry

Salary / benefits / etc. for the right candidate:

- Working days / hours: 9am to 5.30pm Monday to Friday
- Salary dependant on experience
- 1.66 days annual leave for every month worked
- Staff discounts offered on Travel Department and Click&Go holidays
- Position based in Dublin 2, served by many transport links with flexibility for a blend of home and office working. The role will initially be office based for training purposes.
- Dynamic and exciting industry and work environment.

If you think this is the role for you, please email a cover letter along with your CV to Alison Smith at alison@traveldepartment.ie

The closing date for applications is 31st January 2024. Interviews will commence at the beginning of February. Only applicants who are selected for interview will be contacted.