



# Job Description

<b>Job Title:</b> International Sales Support Coordinator	<b>Reports to:</b> International Supervisor
<b>Based at:</b> Ross On Wye	<b>Date:</b> April 2023

## Job Purpose

To effectively manage all administration of International Agent bookings to PGL's UK Adventure centres, providing full support to the Business Development Managers in managing the customer expectations, setting up ad hoc tours and language courses and securing future re-bookings for this market.

## Key Objectives

### Objective 1: Effectively account manage all pre-travel administration for all International Agent group bookings

- Providing detailed written quotes for the Business Development Managers for PGL English as a Foreign Language courses, English Experience courses, French Explorer courses and Activity camp products together with transport and excursion prices.
- Send accurate and up to date paperwork to the agents throughout the booking cycle in a timely manner including final itineraries, transfer details and invoicing.
- Managing bed allocation for International Agent group bookings (in conjunction with Business Development Managers).
- Handling telephone calls, correspondence and all associated administration for International Agent bookings.
- Supplying the Agents and Business Development Managers with all the information they require regarding their prospective holiday in a timely manner.
- Setting up and booking itineraries to appropriate visits.
- Booking airport transfers and excursion coaches for Agent bookings in conjunction with transport department or the Operations Executive.
- Providing accurate information about customers and confirmed itineraries to the centre teams and other internal colleagues/departments in a timely manner.
- Maintaining accurate records of each booking using the computer based systems and paper files.
- Managing Agent invoicing and ensuring payments are collected in a timely manner.
- Assist the Business Development Managers to ensure that all agent details are kept up to date on our internal CRM system.

### Objective 2: Meet rebooking targets

- Assist Business Development Managers in proactively seeking repeat business from existing customers.
- Assist Business Development Managers with up to date logging of rebooking intentions using the CRM and Reservations Systems.

**Objective 3: Develop an in-depth knowledge of PGL English as a Foreign Language, English Experience, French Explorer and Activity Camp courses for International guests (including activity programmes and excursion tours) working closely with centre operations teams to ensure all customers needs are met.**

- Undertake educational/familiarisation visits to PGL UK centre destinations as and when required.
- Undertake visits to main attractions and city destinations to ensure that knowledge of each excursion is kept up to date.
- Work closely with centre staff to ensure all customers needs and special requests are met.
- Ensure that details held on the centre are correct and act as a specialist for the AUK team for Language courses and English Experience for International guests.
- Maintain detailed and up to date records of appropriate visits for Overseas Groups with entry times, prices, etc.

**Other responsibilities:**

- To continue to develop your product knowledge and skills in order to keep up with changes in technology, ways of working and changes in customer expectations.
- To continue development of the products, processes and systems to ensure continued growth of the overall product and market.
- Participate in an on call rota to provide emergency phone cover to our International Agents throughout our busy summer operating season.
- To regularly review own targets and work towards the achievement of agreed objectives.
- To ensure that health & safety standards are adhered to.
- To ensure that your operational practices as well as the treatment of others, actions and attitudes are in-line with the company's Equal Opportunities policy and are appropriate at all times.

## **Additional Information**

Visits to centres around the UK, attractions around the UK and key clients overseas may be required as part of the role and may involve overnight stays and participation in some activities.

During peak times late working may be required and time will be given back in lieu during quieter periods.

There will be periods of the year where we will not approve annual leave due to business demands.

During busy arrivals days throughout the year, overtime to ensure the emergency phone is covered at all times will be required. The tools you need to deliver this will be provided and time in lieu to be taken in quieter periods will be given.

## Personal Specification

### Qualifications / Experience

	Essential	Desirable
Experience of handling group reservations (ideally through business to business contact, i.e. through agents)	x	
Strong personal organisation skills – ability and experience of effectively prioritising workloads and multi tasking in a busy open plan office environment	x	
Excellent oral and written communication skills	x	
Computer literate with experience of Word and Excel	x	
Keen attention to detail & high level of accuracy	x	
The ability to work unsupervised and as part of a team and to adhere to strict deadlines	x	
The ability to provide a high level of flexible customer service (via telephone and email), to a wide variety of customer types who will need individual tailor-made bookings, flexible payment structures and ad hoc durations	x	
Experience in organising tailor-made tours to UK destinations (e.g. booking excursions and visits, airport transfers etc..)	x	
Previous experience of working with schools and groups or within other travel industry sectors		x
Experience in a sales environment with the ability to work towards targets		x
Experience dealing with customer complaints		x
Knowledge of a foreign language (French, German, Italian, Spanish)		x

### Competencies

	Essential	Desirable
Extensive experience in a customer focused environment	x	
Willingly shares experience and knowledge with others	x	
Excellent verbal communication skills	x	
Provides appropriate advice and support to customer	x	
Produces written work that is structured, concise and uses correct grammar, spelling and punctuation	x	
Views change as a positive thing and identifies the opportunities it brings	x	
Gives practical and consistent support to others	x	
Strong personal organisation skills – able to effectively prioritise workload	x	
Listens actively and asks questions to check understanding	x	

Uses and respects corporate standards and guidelines when communicating with others	x	
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