



## LUXURY TRAVEL ADVISOR

Looking to get out of the city? An exciting opportunity has arisen to join this small, niche travel agent offering hand-picked luxury villas, haciendas, and cortijos in Spain, with excellent opportunities for progression.

The Luxury Travel Advisor will be pivotal to the sales success of the business. They will be the first point of contact that our potential guests have with the company, and they will effectively and patiently match guests with the right villa.

This is initially a part-time role which offers the flexibility of hybrid home/office working, attending our office in scenic rural Yorkshire at least twice a week to work alongside the company Director. You will have proven organisational and customer service skills, preferably from a travel background, and ideally with good working knowledge of Spain.

This is a role for someone looking to start in a young, boutique agency which has a bright future and is undergoing rapid growth. You will be keen to learn all aspects of the operation and develop your role as the business grows into new destinations.

### DUTIES INCLUDE (BUT ARE NOT LIMITED TO):

- Maintain excellent product knowledge resulting in a high volume of conversions
- Handle all new enquiries to quickly establish the needs of the client and matching them with the right property
- Follow up all enquiries who have not yet booked
- Attend to the live chat system, enquiries from website, and telephone enquiries to quickly respond to enquiries
- Monitor availability and share data and offers to the marketing team to fill gaps in calendars
- Run and send out booking reports to suppliers
- Bookings admin; logging sales, raising invoices and bills, ensuring all automated emails are sent on schedule, log payments and keep booking notes always up to date.
- Logging special requests and gaining agreement from suppliers
- Troubleshooting any problems and handling complaints, in liaison with Head Office or the Villa Managers, with an 'always follow-up' ethos.
- Sending and logging supplier payments

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Company 07937358



- Uploading new prices and availability for the season ahead and on an ongoing basis

#### **REQUIRED SKILLS**

You will have a good level of Customer Service experience, preferably in the luxury market. We often work with ultra-high net worth clients so you should be comfortable working with discerning clients from different cultural backgrounds, often speaking different first languages, and for whom price is less important than excellent service.

You will have good first-hand knowledge of Spain (and predominantly the Marbella/Malaga area) through regular travels or having lived there. You will have a finger on the pulse of the hottest new openings and places to see and be seen, but perhaps more importantly, you have a deep insight and love for the food, wine and cultural side of Spain.

There will be a good amount of admin involved; you will be expected to develop good working practices and create guidelines for colleagues to pick up and follow. If you are competent with a few basic systems, you will hit the ground running:

- Microsoft Office - Strong skills in Excel essential
- Dropbox
- Google Chrome, Gmail & Streak CRM, Google Calendars online and on mobile
- Able to pick up and manage a new software product in development

#### **POTENTIAL FUTURE SCOPE:**

- There may be opportunities to take a secondment to a high season role in Spain or get involved with other departments.

#### **REMUNERATION**

This role offers a flexible timetable which can increase along with your progression within the company.

Geographically, this is a hybrid-role (your location can be flexible, but you'll need to attend the office in South Yorkshire at least 2 days a week) so you do need to be good at working alone and have plenty of self-motivation, though our small team are usually in close contact throughout the day.

We have a very small, relaxed office in a small rural market town, accessible by bus and train, with a good selection of shops and cafes on the doorstep. We have a strong focus

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on family and wellbeing so we are always open to flexible patterns to ensure you can enjoy a good work-life balance.

Some overseas travel may be required to familiarise yourself with the product, especially if progressing more into Luxury Travel Management (reservations).

Salary commensurate with experience, to include performance-related bonuses and mileage allowance. Please include salary expectations and/or details of your most recent salary with your cover letter to [lindsay@theluxuryvillacollection.com](mailto:lindsay@theluxuryvillacollection.com)

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