

Job title: Sales & Operations Executive

Job Description

The Ski Club of Great Britain is looking for a seasonal Sales & Operations Executive to join the Ski Club holidays team, with the opportunity to continue on a full-time basis.

Part of a small but social team, this is a hugely varied and busy role encompasses a wide range of tasks essential to the successful running of the holiday programme. The successful applicant will provide the highest levels of customer service for our members including advising on our holidays, processing bookings and fulfilling special requests alongside coordinating the operations of individual trips.

Key Responsibilities

- Advising on holidays and processing bookings, whilst delivering an exceptional level of customer service
- Answering inbound phone calls in a timely and professional manner
- Answering queries and fulfilling requests from Ski Club members and suppliers
- Coordinating and taking ownership for the operations of individual holidays by:
 - Adhering to contracts deadlines – confirming flights and hotels and sending updates to hoteliers, airlines and other suppliers
 - Maintaining close liaison with Club Reps prior / during / post each group
 - Preparing Reps' packs and giving briefings prior to each group departure
 - Preparing travel itineraries and sending out flight information
 - Processing post-holiday administration, ski standards and accounts
 - Monitoring holiday feedback
- Sending brochure mailings
- Monitoring and clearing the holidays email inbox
- Managing the holidays out of hours emergency phone throughout the winter season (rotates between the team, and typically responsible for this 4-5 weekends a season)

Skills & Experience:

We are seeking someone with a passion for travel, who likes to get involved and enjoys helping and engaging with people. Strong operational, communication and customer service skills are vital. This is a varied role, where multitasking and prioritisation are key. Previous work experience within travel and a knowledge of the ski industry is desirable.

Essential

- Exceptional organisational skills with meticulous diligence
- A passion for travel
- Ability to work under pressure & used to working to deadlines
- Self-motivated team player
- Strong verbal and written communication skills
- Ability to multitask – with taking calls, responding to emails and coordinating operations

Desirable

- Experience in the ski/travel industry
- Previous office experience
- Language skills in French/German/Italian
- Enthusiastic skier/snowboarder
- Experience using CRM systems ideally Salesforce

Ski Club GB is based in modern Workspace offices in Oval, London. The role is hybrid, where we spend 3 days in the office, and two days working from home. What you'll receive:

- £25,000-£27,000 pro rata, depending on experience
- 20 days annual leave pro rata (plus bank holidays)
- Potential opportunity to travel overseas during the season
- Hybrid working opportunity
- Platinum membership including annual travel insurance
- Cycle to Work Scheme
- 3% Pension Contribution