

CARRIER

Product Coordinator

Based in Didsbury, Manchester

THE COMPANY

Established in 1982 and with royalty and celebrities amongst our clients, Carrier's discreet, attentive and bespoke service is held in the highest regard. Carrier curates exceptional luxury travel experiences designed to fulfil the desires, dreams and goals of our clients; experiences so bespoke you won't find them anywhere else. The client's every need, every preference and every whim is catered for, no request is too small and no challenge too big.

THE ROLE

Based in Carrier's stylish head office in Didsbury, the successful candidate will join a small team of Product Coordinators who act as a vital hub within the organisation, covering all aspects of the product cycle and our relationship with suppliers.

This link to our suppliers is then leveraged across the business by offering invaluable support, primarily to the sales teams and also the marketing and finance departments, as well the team of Product Managers.

An excellent opportunity to understand in detail the operation of an award winning luxury tour operator, the experience gained can give valuable insight into potential areas of future career progression.

This is a luxury travel role like no other.

RESPONSIBILITIES

- Assist the sales teams in confirming enquiries, by checking contracts and clarifying or negotiating supplier conditions
- Filter and cascade product updates received from suppliers, such as facility changes and specials offers
- Arrange educational trips for staff, travel agents and journalists
- Provide marketing with copy and photography updates
- Create costings on sample packages and special offers for promotion online or via PR
- Run reports and analyse booking trends to support business requests
- Maintain accurate destination information to be provided in client documentation

- Grow knowledge of our product portfolio by attending training sessions, supplier events and overseas familiarisation trips
- Coordinate all supplier training sessions and some supplier meetings
- Liaise with the outsourced data loading team, closely tracking progress and assisting with any queries
- Maintain the reservations system to ensure maximum saleability of the product portfolio

REQUIREMENTS

- A demonstrable interest in travel, either through choice of course in further education or prior experience in another travel business
- Highly organised and efficient, with the ability to prioritise and meet deadlines
- Strong attention to detail
- A team player, happy to assist colleagues in pursuit of a shared goal
- A resilient and flexible approach
- Excellent communication skills with confidence in communicating with a wide variety of stakeholders at all grades
- A good knowledge of Microsoft packages

PACKAGE

- Excellent base salary
- Non-contractual annual bonus
- 23 days annual leave (increasing to 27 with length of service)
- Hybrid working, allowing 40% from home
- Opportunity to travel on overseas familiarisation trips
- Company laptop
- Further company benefits include discounted travel, company pension scheme, flexible working hours, cycle to work scheme and unpaid leave entitlement

APPLICATIONS

Please send CVs to simon.jeffries@carrier.co.uk for consideration