

CARRIER

Luxury Travel Designer (flex+)

Based in Carrier's head office 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

With Carrier's stylish Didsbury head office as a base and the opportunity to work remotely, the successful candidate will work with the UK's highest calibre travel agencies to manage the travel requirements of their luxury clients.

As the leading luxury tour operator for the travel industry, new enquiries are generated through a well-established network of travel agents. You will generate and develop deep relationships with these travel agents in order to become their trusted advisor of choice. Your flexibility to field enquiries outside conventional operating hours will allow additional sales opportunity.

You will have a passion for luxury travel and we will build on your destination knowledge by showing you the world. Expect extensive travel to the most luxurious locations and the opportunity to become a true expert in a given region of the world.

With access to a pre-curated product range, and the flexibility to source alternatives, you will create trips which showcase the best of the world. Constantly looking beyond the actual itinerary, you will create exceptional luxury travel experiences.

This is a luxury travel role like no other.

RESPONSIBILITIES

- Create exceptional luxury travel experiences tailored to client's individual needs
- Manage enquiries generated by new and existing travel agents in multiple channels (telephone, email, live-chat)
- Service enquiries outside conventional opening hours, meeting the needs of your travel agents' working hours
- Service out of hours enquiries for a broad range of destinations and products

- Develop deep agent relationships ensuring you look beyond their clients' travel arrangements to understand and anticipate their needs
- Proactively manage regular communication with agents
- Enhance your knowledge of luxury travel by attending supplier launches & events and travelling on overseas familiarisation trips
- Achieve monthly sales and service targets
- Manage all aspects of client interaction throughout the customer journey as required (enquiry, post-booking concierge, in resort, on return)

REQUIREMENTS

- Flexibility; evidence of working dynamically and going the extra mile
- Personal ambition and drive to overachieve personal targets
- A track record of developing exceptional relationships
- The ability to work autonomously, while respecting and contributing to shared team success
- A genuine passion for travel; well-travelled with excellent worldwide destination knowledge
- A deep understanding of the luxury landscape and customer; an innate ability to deliver exceptional service
- Excellent communication skills (written and verbal), organisational skills and strong attention to detail
- Proficient in Microsoft office including Outlook, Word and Excel programs
- Good working knowledge of Galileo or other GDS platforms
- Experience gained at a luxury tour operator (or other travel business)
- Desirable: knowledge of our tour operator reservations systems Dolphin

PACKAGE

- Excellent base salary
- Uncapped performance related earnings
- Flexible work location
- Minimum two luxury overseas familiarisation trips per year
- 23 days annual leave (increasing to 27 with length of service)
- Further company benefits include discounted personal travel, company pension scheme, cycle to work scheme and unpaid leave entitlement

APPLICATIONS

Please send CVs to daniella.hudson@carrier.co.uk for consideration.