

Job Description

Basic Job Information

MBU	UK - Carrier	Name of position	Product Co-ordinator
Unit	Didsbury Based. Occasional work from Alderley Edge.	Reporting to	Head of Product & Commercial
Closing Date		Full time / part time (%)	Full Time / Permanent

Job Details

Company:

Some people travel to see the rest of the world. Carrier clients travel to experience the best of the world. Established in 1982, with royalty and celebrities amongst our clients, Carrier's discreet, attentive and bespoke service is held in the highest regard. Customers' every need, every preference and every whim is catered for, no request is too small and no challenge too big. Carrier look beyond simply destination, price and service excellence; we humanise the curation process, we develop a deeper connection so that clients can realise their personal goals, dreams and desires.

Position summary:

A Carrier Product Co-Ordinator is a motivated individual who is seeking to pursue a long term career in Product Management. A Product Co-Ordinator works within a team environment to support all aspects of the Product cycle from assisting with the organisation of educational inspection trips to pricing via all media channels, while also providing support to the reservations teams to assist in closing sales. A vital support to Product Managers, the role of Product Co-Ordinator is highly valued within the organisation and provides an excellent insight into the workings of Carrier, an established and vibrant luxury tour operator.

Areas of responsibility & brief description:

Act a hub for the business, building relationships with overseas partners and working closely with other departments internally. The Product Co-ordinator role lies within the Product Team, sharing and facilitating access to information for the business whilst supporting colleagues in the Marketing, Reservations, Admin and Finance departments.

Marketing

- Liaise with Studio and Content for copy and photography updates as required
- On-going checking of the website to ensure it is fully up to date with correct hotel information and special offers to ensure we are competitively priced for the market place. Any amends/additions need to be accurately briefed to the content team
- Working closely with the Marketing Team during product cycle ensuring that all contractual information is complete and pricing changes are accurately reflected.
- Support Marketing and external PR Company throughout the year with advertisements to ensure maximum exposure for Carrier, sourcing special offers and providing background information on specific hotel details.
- Liaise with Product Managers to jointly determine which special offers should be actively promoted. Cost special offers for promotions and advertisements to meet the Sales & Marketing departments' schedules.

Reservations

- First point of contact to assist Reservations to confirm enquiries by checking costings or contacting partners if required.

Product Team

- First point of contact for overseas partners.
- Distribute product information throughout the business including hotel updates, special offers and transfer rates.
- Help to arrange staff, agent and journalist educational tips, in conjunction with the Product Manager, Reservations Manager, Agency Sales Manager and external suppliers.
- Run booking figure reports as required to determine booking trends, year on year analysis and assist with contract negotiations.
- In conjunction with the Product Manager ensure all country travel notes i.e entry requirements, visa requirements, local laws and customs etc, are regularly checked to ensure all information is accurate and up to date.
- Update centralised files on the shared network and workplace facebook.
- Attend supplier events and overseas familiarisation visits as required.
- Co-ordinate and attend supplier meetings and reservations training sessions.

Minimum requirements: (education, experience, specific knowledge, skills)

- Excellent communication skills (verbal and written) and attention to detail
- Ability to work on own initiative and as part of a team
- Flexible – Increased hours and weekend work maybe required at peak times
- Overseas Travel
- Presentation Skills
- To have sound knowledge of Microsoft Packages
- Driving Licence preferable

Personal attributes/style:

- Warm disposition
- Demonstrate ability to Look Beyond in all aspects of work
- Hands-on approach to work
- Ability to identify obstacles and to arrive at solution
- Willingness to learn