

JOB DESCRIPTION: SENIOR BUSINESS TRAVEL CONSULTANT
REPORTING TO: OPERATIONS MANAGER
LOCATION: REMOTE (home working)
CLOSING DATE: 28 AUG 2024

PURPOSE OF THE ROLE:

The Senior Business Travel Consultant will oversee and actively service our portfolio of SME and HNWI clients, building strong relationships with travel bookers and travellers. Your focus will be to deliver a high touch service that supports the client's programme objectives, whether that is reducing spend or duty of care.

With a good level of commercial acumen, we expect all MIDAS team members to be identifying opportunities across the board including new business, technology, services and achieving maximum ROI from existing products.

This is an exciting time to join MIDAS Travel as we invest in driving the business forwards. If you are looking for a role where you can showcase your talents, lead from the front and make an impact from day one, then please [get in touch](#).

KEY RESPONSIBILITIES:

- Endeavor to deliver a personalised travel experience through consistently high levels of service delivery and exceeding of client expectations
- Understand the bespoke processes and policies for each client and be flexible for when these might change and/or require review
- Demonstrate a genuine desire to take care of our clients with a keen understanding of duty of care good practice

REQUIREMENTS:

- Solid product knowledge and the ability to concisely explain key benefits to our clients
- Able to quickly spot opportunities to deliver seamless travel experiences, optimising trips with transfers, entry requirement assistance and online check-in
- Support both offline and online bookings and knowledge of a range of tools

COMPANY VALUES:

Move forwards

- Be proactive when fulfilling traveller requests, considering the full traveller journey and how to optimise it at every touchpoint
- Procure the most competitive rates and fares across available channels and maximise all savings opportunities prior to ticket issuing

Inspire others

- Actively encourage training and learning, attending relevant session and encouraging team members to also upskill

- Be responsible for your own ticket management from initial issuance, to reissuing and managing changes

Drive change

- Ready to work at pace, adapting quickly and effectively managing increased enquiry volumes
- Consistently seeking ways to add value to bookings through supplier relationships, Passport & Visa advice and recommendations for ancillary products including car rental, meeting space, Meet & Greet etc.

Achieve trust

- Drive better compliance through understanding of client policy while optimising traveller experience
- Extensive travel market knowledge and confidence with product offerings including different types of aircrafts, booking class, route options...

Succeed together

- Know when to make urgent decisions and/or when to escalate issues
- Sharing knowledge and working with the wider team to deliver individual and company objectives

SKILLS, KNOWLEDGE & EXPERIENCE:

- Minimum 3 years business travel experience
- Fully conversant with Galileo and Evolvi rail booking system highly desirable
- Exceptional interpersonal skills including written and telephone etiquette, as well as the ability to build good rapport with clients
- Attention to detail and takes pride in excellent service delivery

NEXT STEPS:

If you believe this is the role for you, please send your CV to careers@midas-travel.com