

**Position Title:** Contracts Executive

**Department:** Service Department

**Location:** London

**Reporting to:** Service Department Manager

This is an excellent opportunity for anyone who is proactive, able to solve problems under pressure in a very dynamic environment. You must also have the ability to communicate at all levels in a multi-cultural environment. Professional tourism qualification or work experience in the same area is desirable as well as the ability to negotiate and influence. Excellent communication skills - is a must.

**Ideally, the candidate should:**

- have exceptional customer service skills and a strong customer orientation
- have strong organizational and time management skills and be able to effectively handle multiple priorities and meet deadlines
- have the ability to work under pressure and to tight deadlines ☑ require close attention to detail, ability to identify issues and implement processes to prevent errors
- have the ability to use internet and web based resources efficiently and effectively
- have high ethical standards, analytical ability
- have decisiveness - ability to resolve conflicts between different parties in a dispute and find suitable solutions to challenges
- To possess a good ability in maintaining their composure and objectivity when under pressure (from various agents, all at once)
- Have a solid working knowledge of Microsoft Word, Excel, Outlook and the Internet
- be collaborative and be able to work in a team based environment as well as on his/her own initiative and willing to be "hands-on"

**Your responsibilities**

- Make and confirm reservations using our booking system for transportation (coaches, trains, ferries) and restaurants, admissions to places of interest, using telephones, faxes, mail, and computers
- Handling of incoming mail
- Deal with customer enquiries and aiming to meet their expectations
- Manage the bookings on-going process and interface with operations department to ensure that time commitments and quality standards are achieved
- Determine whether space is available on travel dates requested by customers, and assign requested spaces when available

- Make sure that we have received confirmation of our bookings from suppliers and it's archived accordingly
- Inform operations department of any changes such as fully booked dates, closed places of interest and offering and arranging the alternatives
- Processes cancellations and modifications and promptly relays this information to the other related departments
- To take part in familiarisation with new destinations in order to gain information on issues and amenities in order to meet clients' needs, as well as to target more clients in particular seasons
- Advise quotation department with requested information about the prices and other service's conditions
- To look for new suppliers according to client request and market demand, getting the group rates and prices from them; negotiating and contracting the services
- Analyse and review pricing for already contracted services, negotiating them in order to stay compatible in the market
- Amend product and supplier information in our booking system and keeping it up to date
- To make sure all the final information for booked services is provided in order for group to run smoothly on the road
- Make sure suppliers invoices are matching our booked service pricing
- Work closely with accounts department while chasing pro-forma invoices for pre-booked services
- Deal with complaints, looking for solution and alternatives, to keep client satisfied with booked and provided service
- Willing to undertake any reasonable request made by management in any other areas of the house
- Identify opportunities to correct parts with the wrong cost/price in system to make booking process more efficient.

### **Your background**

- be able to explain the information and the ideas clearly, creatively and convincingly in the mother tongue, both written and oral, as well as in a foreign language (especially verbally)

### **Salary**

Based on experience. Career progression will be available in short terms for the right candidate

- Candidates with tourism experience, but no experience in placing groups, but want to give it a go – 17-19K
- Candidates who previously placed groups with another company – 20-22k

**Please send your application to: Chantal Triechelt at [pr@praktikum-in-london.de](mailto:pr@praktikum-in-london.de)**