

Operations Executive

POSITION DESCRIPTION

Position:	Operations Executive
Location:	London
Reports to:	Head of Sales Benelux, Italy & Germany
Hours:	Monday to Friday 09h00 - 18h00 / 08h00 – 17h00
Remuneration:	£23 000 negotiable depending on experience

Purpose of the role	
<p>To develop and maintain excellent working relationships with the allocated high- profile clients and to have total responsibility for all their confirmed traveling groups.</p>	

RESPONSIBILITIES

Bookings:

- To acknowledge all amendments and changes from clients
- To be able to advise the client of the most suitable options for their tours
- To ensure that all services are booked well in advance of the date of travel
- To ensure that all service providers are kept informed of all changes and amendments to their confirmed groups.
- To acknowledge confirmations to clients
- To meet all targets for under-budget buying, placing of services and inserting accurate information into Tourplan
- Suppliers:
 - To ensure that the correct services are booked on or under budget
 - To maintain close communication with the relevant suppliers at all times on the progress of the bookings
 - Number of passengers on the tours
 - Reservation of services
 - Options and deadlines
 - Payment agreements
- To maintain good and up to date product knowledge at all times
- To process supplier's invoices within 48 hours of receipt
- To respond to supplier's payment requests within 4 hours
- To resolve invoice queries within 1 week
- To develop a close relationship with the Contracting & Purchasing as well as Finance departments

Clients:

- To answer emails within 4 hours
- To answer any correspondence on day of receipt if received by 12h00, or by 12h00 next working day if received after 12h00
 - To make service reservations as per the client's requirements in accordance to their deadlines and to deal with their queries in a timely manner
 - To maintain close communication with the relevant clients at all times on the progress of the bookings
 - To offer the clients as many additional services as possible in order to increase the income per group
 - To contact the client 6 weeks before arrival to get an update
 - To ensure that the client provides the necessary information at the correct time to generate the sales invoices

ABOUT E-VOYAGES

E-voyages creates custom-made tours of the United Kingdom for groups and is today one of the top inbound agencies in the UK for the French and German speaking markets.

E-Voyages was created only 12 years ago and has now more than 40 staff members with offices in London, Edinburgh, Paris and Montreal.

We are the preferred partner of The View from The Shard and officially approved ticket distributor for Warner Bros Studio Tour London - The Making of Harry Potter.