

Groups Coordinator - We are an incoming DMC based in South London (zone 2). We are looking for an accomplished, Spanish speaking team member to join our friendly and passionate team.

Responsibilities:

**Managing your own portfolio of key accounts from the beginning to the end, ensuring all client requests are responded to effectively and making sure enquiries, quotations and bookings are administrated accurately and efficiently in line with company procedures.*

**Ensuring the tour is operated within the budget.*

**Researching venues.*

**Negotiating rates with suppliers including hotels, coaches, restaurants, guides, venues, etc.*

**Liaising with suppliers and clients.*

**Administrative duties to reconcile your groups and record in our system.*

**Making any changes/cancellations that are required, resolving any issues that arise efficiently and professionally.*

**Assisting some of the groups when on site.*

**Reconfirming services with suppliers including pick up dates and times with every coach supplier before departure, also visits and restaurant bookings, especially when these are not standard or if they are taking place out of office hours.*

Skills Required:

**High standard of written and verbal communication in English and Spanish.*

**Ability to manage a wide variety of tasks.*

**Excellent customer service skills.*

**Ability to work under pressure and to meet deadlines*

**Team player*

**Resourceful, organised, flexible with strong attention to details*

**Able to work on own initiative and take ownership for completing tasks*

**Keen to learn, enthusiastic and honest*

**Previous experience and knowledge of booking hotels and itineraries in the UK would be preferred*

Additional Information:

**Salary of £19,000-£21,000*

**22 days holiday + bank holidays*

**Opportunity to learn and to work on MICE groups.*

**Opportunity to attend fam trips, marketing events, trade shows and to visit the hotels/venues which you will be dealing with.*

How to apply: To apply for the role, email your CV and covering letter, stating why you believe you are suitable for the role, to mj.alvaro@premiumincoming.com with 'Groups Coordinator' on the subject line.