



## **THE COMPANY**

Headquartered in the heart of historic Dublin, the Abbey Group is one of Ireland's longest established and best known Incoming Tour Operators. The Group was founded in 1978 when Abbey Ireland was launched. Today, the group consists of Abbey Ireland & UK, Abbey Conference and Events and Moloney & Kelly Ireland & UK with offices in Dublin and Edinburgh.

With overseas representatives in ten key markets, the Abbey Group is an internationally recognised inbound B2B specialist for Group and FIT travel, Conferences and Events.

The Group has four divisions specialising in specific types of inbound tourism

- Conferences & Events
- Group Tours
- Individual & Online Travel
- Incentive & Luxury leisure travel

## **WHY WORK FOR US**

- Progressive Company
- Learning and Training opportunities
- Active Social Committee and Green Team including free events throughout the year
- Deloitte Best Managed Company for 11 consecutive years
- Hybrid/Blended working option available
- Contribution towards pension/health plan
- Employee Assistance Programme

## **TITLE OF VACANCY:**

### **Senior Customer Care Executive German speaking markets**

The Senior Customer Care Executive will play a key role in the German-speaking department while the German Customer Care manager is on maternity leave. As part of our Customer Care team, the individual must have extensive experience of UK Customer care in the DMC environment with a thorough knowledge of the UK Group product offering. Fluency in written and spoken English and German is essential along with a proven record of accomplishment in caring for International customers.

### **CORE DUTIES INCLUDE:**

- The Account Handling/Customer Services function for Abbey Ireland & UK predominantly, but not exclusively, for the German speaking markets. The key to this is to ensure that client group operations requirements for the department operate smoothly and in a timely fashion.
- Full utilisation of the Tourplan NX system to generate all client and supplier communications, also ensuring that the confirmed proposal is accurately reflected in Tourplan thereby facilitating a smooth and accurate accounting process.
- Development of relationships with overseas clients and regular engagement.
- Quoting of ad hoc group and series business predominantly, but not exclusively, for German speaking markets - as and if required.
- Meeting/visiting clients as appropriate and if required.
- Attending Trade shows as appropriate and if required.
- Working on itinerary optimisation marketing activities and improve online appearance.
- Responsibility for operating the Department's 24-hour emergency phone numbers on a rotational basis; shared with other Customer Care staff members.
- The position may also extend to cover support in any of the Company's Groups and Operations Departments as the need arises.
- Training students or interns in the German department ahead of the operating season.
- Any other duties including, but not limited to contracting, accommodation services and processing of bookings in our FIT Department, as assigned from time to time by the Director of Customer Care UK or Managing Director.

### **Experience and essential requirements:**

- Good computer literacy, especially Microsoft Office. Tourplan NX knowledge is a distinct advantage.
- Essential; good communicator, good organisational and problem solving skills.
- Essential; high commercial awareness and optimization knowledge
- Essential; Team player able to work in a busy environment.
- Essential; Fluency in written and spoken German, English and another European language an advantage.
- Desirable; good knowledge of the UK-wide tourism industry products.
- Desirable; good negotiation skills.

**REPORTING TO:** Director of Customer Care UK in the interim.  
To the German Customer Care manager upon return from maternity leave.

**SALARY:** Negotiable depending on experience

**LOCATION:** Edinburgh

**APPLICATIONS:** Application covering letter + CV to [claired@abbeyuk.com](mailto:claired@abbeyuk.com)