

Job Specification

Role: GTS Operations Assistant – working with the Group Tours Manager to deliver all GTS brand tours with specific duties as follows:

- Booking & updating services with the suppliers.
- Preparing & updating itineraries clearly stating timings, details of service, service supplier address and contact numbers in the agreed format.
- Providing confirmations and vouchers to the clients
- Preparing & updating rooming list for hotels in the agreed format as directed.
- Assisting with contacting suppliers to check space and enquiring about rates, terms and conditions making sure you keep full notes on what is offered
- Taking options with suppliers based on your enquiries as directed by your line manager
- Assisting in the preparation & sending of offers to agents clearly and precisely in the agreed format, under the supervision of your line manager, identifying all terms and conditions, including payment terms, option date, cancellation policy and free places policy.
- Using the service tariff and /or correctly applying an agreed mark-up to non-contracted products to determine the selling price.
- Respond to GTS customer queries via email or telephone including answering the GTS mainline, shared with Groups Manager.
- Assisting in issuing pro-forma invoices as directed showing clearly when payment are due to be received.
- Assisting in checking that payment deadlines are being met by the agents (with deposits and balance actually received in our account)
- Informing your line manager before the cancellation deadline comes into effect (or the group arrival date if it is a balance of payment) in the event of any deviation to the payment terms.
- Assisting accounts with any group related queries they may have.
- Ensuring all your exchanges with suppliers and agent are followed up in writing in a professional manner and that they are saved in the appropriate electronic files for easy access by the team.
- Calling coach suppliers for drivers details for any GTS groups, printing off itineraries for the weekend emergency cover as directed.
- Aiming to identify key group suppliers used as well as expanding on this knowledge.
- Offering assistance to all colleagues in the Groups department as required.
- Informing your direct line manager of any complaints immediately and following their instruction.
- Maintaining excellent communication with suppliers and agents at all times as well as championing high levels of customer satisfaction within the company.
- Supporting Group Tours Manager with GTS overnight tour operations where needed. (It is envisaged they will do these operations however their focus will be on sales and developing the brand, so you may be needed to help with operations – to see as things unfold)
- Emergency phone duties according to rota
- Handling GTS attractions deposits.
- Working with Operations & Groups Manager to help develop GTS systems where needed (Groupbox / GTS website and booking systems)

- Any ad hoc duties as required by the company.