



About CIE Tours

As Ireland and Britain's largest tour operator, we offer fully inclusive and expertly guided vacations to Ireland, Britain, Iceland and Italy from group travel to highly curated private itineraries. We set our own high standards for delivering excellent vacations with state-of-the-art luxury coaches, prompt and pleasant customer service, the best hotels, and carefully chosen visits and entertainment. CIE Tours makes it easy for travelers to immerse themselves in a new place with exclusive access, authentic experiences, and in-depth knowledge that, in the spirit of Celtic heritage, often begins with a story.

The Travel Reservations Agent is responsible for booking CIE Tours vacation packages via inbound calls, chat and emails from travel agents and individual consumers. They will provide an excellent customer experience by providing detailed tour information and quote requests as well as booking tour and air travel reservations for travel agent partners and consumers. This role will provide a high quality of service to develop and maintain our customer base, while converting sales opportunities.

Essential Duties and Responsibilities:

- Communicate with clients via phone and web-based chat function.
- Handle high volume of inbound calls and web-chat inquiries in a timely manner, dedicating work time to call availability and effectively managing after-call work.
- Close sales of tour packages for travel agents and individual customers by providing the features, benefits, competitive edge, and value of each tour package.
- Proactively meet conversion targets and other key performance indicators as assigned.
- Actively listen to identify customers' needs, clarify information, answer questions, and research and resolve issues by providing applicable solutions and/or alternatives.
- Make follow-up calls or emails to provide customers with necessary information on pricing, itineraries, and other pertinent information.
- Process customer requests via our CRM system and document calls according to standard operating procedures.
- Process guest payments and send invoices after every transaction.

Required Qualifications:

- Bachelor's Degree and/or equivalent certification or experience in a related field.
- Travel, tourism, or hospitality industry experience preferred but not essential.
- Excellent communication, organization and time management skills.
- Possess strong attention to detail and accuracy in record keeping and data entry.
- Ability to multi-task and manage set priorities.
- Familiarity with Softrip, Zendesk Sabre or Salesforce systems beneficial.
- Knowledge of CIE Tours destinations a plus.

Salary: From \$18.00 per hour

Schedule: Full-time, Overtime, Some Evenings & Weekends