

Travel Agency Manager - Job description

Overview:

Responsible for developing strategies to hit or exceed sales targets. Promoting and marketing the business, sometimes to new and "niche" markets.

Duties:

- managing budgets and maintaining statistical/financial records;
- selling travel products and tour packages;
- sourcing products and destinations, to meet consumer demands for bespoke travel and sustainable tourism;
- taking part in familiarisation visits to new destinations, in order to gain information on issues and amenities of interest to consumers;
- liaising with travel partners, including airlines and hotels, to manage bookings and schedules often one year in advance;
- dealing with customer enquiries and aiming to meet their expectations;
- overseeing the smooth, efficient running of the business.
- constantly motivating the sales team to hit their targets and thus ensure the profitability of the company;

- meeting regularly with team leaders to give them sales figures and plan how they approach their work;
- meeting company directors who advise on strategy, and finding out about any local issues and future trends;
- overseeing the recruitment, selection and retention of staff, payroll matters, and staff training;
- organising incentives, bonus schemes and competitions;
- communicating with sales consultants and providing encouragement, help and advice;
- dealing with disciplinary matters and customer complaints.