Reservation Sales Counselor

(Full Time-37.5 hours/week & Part Time-20-29 hours/week Positions) Varied schedules include evenings and weekends

SUMMARY: Responsible for effective handling of inbound and outbound sales and service calls. Representing the Tauck brand, continuously provides superior service to all clients and travel agents by utilizing techniques learned in sales and service training to better respond to inquiries and successfully generate and or advance sales opportunities.

JOB RESPONSIBILITIES:

- Conduct inbound and/or outbound sales in an enthusiastic, efficient, service orientated and professional manner; possessing thorough knowledge of company product offerings to enable proper positioning for the effective sales closing process.
- Maintain a detailed understanding of the booking process, capturing all pertinent information, and
 verifying information on file; communicating all details of the tours accurately, including cost, options,
 deposit requirements, cancellation policies, and the travel protection plans offered. Maintain excellent
 working knowledge of appropriate technology tools and equipment needed.
- Utilize consultative sales techniques for all sales opportunities, presenting features and benefits of all tours; continual development and fostering of ideas and techniques' ensuring exceptional customer service is provided.
- Consistently meet or exceed expected performance goals communicated by reservations management.
- Perform other duties and responsibilities as required.

SKILLS / ABILITIES / KNOWLEDGE:

- Demonstrated competencies in PC literacy in a Windows based environment possessing a working knowledge of Microsoft Word and Excel
- Excellent oral and written business communication skills to effectively communicate the Tauck brand.
- Enthusiastic & customer-oriented, committed to maintaining high standards of performance on the job.
- Cooperates with others and helps to foster a team environment.
- Airline CRS knowledge is preferred, but not required.

EDUCATION / EXPERIENCE: Related Customer Service/Sales Call Center experience.