

ULTIMATE



Ultimate is a Gap Year travel company exclusively for 18-35 year old's. Our mission is to deliver Ultimate travel moments to young travellers. We are currently recruiting Reservations Coordinators to join our Ultimate Crew.

The Role

The Reservations Coordinator is responsible for managing and overseeing all our reservations and tour bookings for all destinations. Key responsibilities will include;

- Offering excellent pre and post-booking customer support
- Manage and coordinate ULTIMATE bookings
- Book tour components and prepare manifests
- Manage distribution channels and update availability
- Liaise with booking agents & overseas partners and keep them posted on updates and availability
- Work together with sales team / interns to ensure cohesion
- Generate and implement solutions for issues / problems / inadequate procedures.
- Providing a high level of service and support to our trade partners
- Action customer correspondence via phone and email, assisting with general enquiries, quotes, itineraries, troubleshooting and sales
- Participate in team incentives, initiatives and training to assist in the improvement process
- Support all contact centre operations

Based at our Central Sydney office, this is a fast paced and dynamic role which will require you to work together with our team to meet and exceed individual, team and company targets. We work hard and celebrate our success!

The Candidate

We are looking for someone with a passion for travel who understands what it takes to provide excellent customer service and drive sales. Candidates with a travel and/or tourism qualifications or reservations/sales support background will be highly regarded. You should be a VERY confident communicator and build rapport with ease. Strong attention to detail, time management and the ability to work independently as well as within a team is essential. Our Reservations Supervisor needs to be an excellent **multi-tasker!** We offer a fun and rewarding work environment, learning and development and career progression opportunities.

Role: Fulltime

Salary: \$42,000 per annum + Super

2 Lee Street, Haymarket Sydney. 2000

Closest Transport: Central Station