

## SENIOR BUSINESS TRAVEL CONSULTANT

### Job Overview

CISALPINA TOURS SpA to support the increase of international service, is looking for a senior business travel consultant, working in Milan office

### Duties and Responsibilities

- Booking all aspects of business travel including flights, rail, hotel, car hire and taxi reservations.
- Issuing tickets, including exchanges and refunds.
- Responsible for handling the enquiry from start to finish, including searching for a range of fares and travel options and presenting these to the client.
- Exploring and researching everything from low-cost options through to round the world itineraries.
- Managing each booking, ensuring all client profile details are considered, travel policy is respected and any necessary visa requirements advised.
- Respond to emails and calls within the clients SLA.
- Managing travel projects which could vary from individual reservations to large groups
- Offering alternative options to the client within their travel policy
- Your willingness to work even in night shifts and holiday shifts is essential

### Key Skills and Experience

Our ideal candidate;

- Knowledgeable on the main GDS is essential, must currently be using 1 GDS with minimum 4 years' experience. Multi GDS is preferable.
- Knowledge of technology products, including Outlook, Word, Excel, Powerpoint and Google Docs.
- Possess outstanding geographical and product knowledge of destinations and airlines.
- Good organisational skills and excellent customer service & communicative abilities are essential.
- Flexible approach and desire to think 'outside of the box' to provide innovative travel solutions.
- Capability to work under pressure – in stressing situations.
- Must have a passion for travel and delivering service excellence!
- Regular and dependable punctuality and attendance are required.
- On the pulse with world events and likely travel implications
- Fluently in Italian and English language (**Native EN** – and other languages preferred)