

SENIOR BUSINESS TRAVEL CONSULTANT

Job Overview

CISALPINA TOURS SpA is looking for a senior business travel consultant in order to support the increase of international customers.

The duty location will be Cisalpina Tours premises in Milan

Duties and Responsibilities

- Handling all travel services related to corporate travel, including but not limited to flights, rail, hotel, car hire and taxi reservations.
 - Issuing tickets, including exchanges and refunds.
 - Committing to searching and delivering the best travel options to our clients in terms of fare alternatives and service, ranging from low-cost point-to-point travel options to the most complex round-the-world itineraries.
 - Managing each booking with care and responsibility, ensuring that all client's profile requirements are met, the client's travel policy is respected and any necessary visa and health travel requirements are correctly addressed.
 - Respond to emails and calls within the framework of clients' SLA agreements.
 - Managing all travel projects ranging from individual reservations to large groups.
 - Availability to cover night-, weekend- and holiday shifts is considered a mandatory requirement
- Key Skills and Experience

Key Skills and Experience

Our ideal candidate must have:

- Knowledge of at least 1 GDS (mandatory requirement) with a minimum experience of 4 years. Multi-GDS experience will be considered as a preferred skill.
- Proficiency with computer applications, including Microsoft office programs, Outlook, Word, Excel, Powerpoint and Google Docs
- Extensive knowledge of general world geography, including but not limited to time zones, domestic and international destinations
- Good organisational and problem-solving skills
- Strong verbal and written communication skills and excellent customer service skills
- Flexible approach and ability to think 'outside of the box' in order to provide the most innovative travel solutions
- Ability to work under pressure
- Passion for travel and commitment to delivering service excellence!
- Dependability, punctuality and regular attendance
- Finger on the pulse of world events and relevant travel implications
- Fluency in Italian and English (native non-italian language speakers who are also proficient in Italian will be prioritized in the selection)

Send cv to: curriculum@cisalpinatours.it