

Job Title	Sales and Customer Communications Exec	Salary	\$50,000 & Bonus Opportunity
Department	Concierge		
Reports To	Global Head of Concierge	JD date	

Job Information**Type of Role**

Full Time Monday to Friday 8:45am – 17:15pm

Job Purpose

As a successful and rapidly growing UK travel company expanding into the United States, we are seeking a dynamic, results-driven Sales and Customer Communications Executive who thrives in a sales and service environment and is passionate about creating extraordinary travel experiences.

Imagine Cruising is a UK-based cruise and tour specialist with global offices in Australia, New Zealand, and South Africa and the U.S. market. We curate once-in-a-lifetime, bucket-list itineraries that combine world-class cruise vacations with expertly escorted tours, luxury rail journeys, and premium hotel stays.

We are cruise specialists — but we offer far more than just a cruise.

This role plays a critical part in delivering our customers a luxury customer journey.

Key Responsibilities:

- Engage with customers prior to travel to upgrade packages for flights, cabins, hotels and tours.
- To communicate with suppliers to request and confirm availability
- Have the ability to understand supplier costings
- Understand customer's needs and expectations to deliver excellent customer support throughout
- Respond promptly to customer enquiries daily
- Produce accurate admin work to complete any action taken
- Be proactive in solving the customers issues, maintaining high standards of service at all times
- Outbound call passengers to give relevant information on their booking, and to promote upgrade opportunities
- Be highly accurate in the administration work and ensure all notes are left on files
- Excellent understanding of packages to enable effective recommendations of any holiday changes

Skills & Experience

- Travel industry experience required
- Cruise or Flight Sales experience highly preferred
- Experience selling high-value, multi-component vacations is advantageous
- Strong computer literacy
- Working knowledge of Excel, Word, Outlook, and internet research tools

Critical Competencies

- Highly motivated, goal-oriented professional with strong self-discipline
- Proven ability to achieve and exceed KPIs

- Strong commercial acumen, including understanding gross margin and profitability
- Skilled at building rapport and establishing trust quickly
- Adaptable communication style to deliver personalized service
- Organized and accountable, with a strong sense of ownership
- Resilient and energized by working in a fast-paced, target-driven environment
- Excellent listening, negotiation, and closing skills
- Flexible availability, including weekends and extended hours as required
- Exceptional attention to detail

Organisation Structure & Career Path

Financial Information