

Sales Advisor

Established in 2000 Blue Chip Vacations is already the leading provider of luxury self-catering accommodation in the South West.

Blue Chip is a forward-looking, fast-growing company that is excited by the opportunities that exist to expand the business. We see a huge potential for growth within the UK tourism industry and are keen to be market leaders both in the quality of our business activities and in the service we provide to our customers. Our growth has been rapid and has been achieved by a willingness to adopt new ideas and pursue excellence in all we do. We are now seeking to expand our successful team with enthusiastic and talented Holiday Bookings Advisors.

We are now seeking to expand our successful team with enthusiastic and talented Sales Advisors.

To apply

Please send your CV, including current salary, along with a covering letter to:

caron@bluechipvacations.com

Please title the e-mail 'Application for the position of Sales Advisor'.

Please note we are not accepting candidates from agencies at this time.

Previous applicants need not apply.

Key responsibilities

Reporting to the Sales and Customer Relations Manager, you will be a member of the Bookings Team who are expected to present a professional image of Blue Chip to all customers whilst being responsible for telesales and advice. As such, your responsibilities will be:

- » **Incoming calls.** Acting as first point of contact for all incoming telephone enquiries. Answering customer queries and converting into sales. Proactively promoting the portfolio to ensure maximum value of bookings.
- » **Online chat.** Responding to the online chat function on the website (live email) and converting those enquiries into sales.
- » **Outbound calling.** Making outbound calls to past customers and those people who have requested our brochure to offer assistance and encourage sales.
- » **Computerised booking.** Competent use of the computerised reservations system to enter and amend bookings.
- » **Maintaining portfolio knowledge.** Undertaking property visits and maintaining knowledge of all properties in the portfolio.
- » **Collaboration with other business areas.** Working with other areas of the business, in particular Marketing, to share knowledge and maximise sales.
- » **Customer complaints.** Dealing with customer complaints according to company practice: seeking satisfactory resolutions for guests during their holidays; liaising between owners and customers seeking compensation; writing letters and emails of response for written complaints received once guests have returned home.

Qualities

Our ideal candidate would:

- » Be a highly customer focussed individual
- » Have experience of working in a targeted sales environment
- » Be experienced dealing with customers over the phone.

Salary

- » OTE (On Target Earnings) of £16,500
- » Salary of £12,500 increasing to £13,000 upon passing probation + commission
- » Hours: 37.5 per week on a rota covering every day of the week
- » Holidays: 28 days per year .