

Account Manager

Expat Explore is a UK based tour operator conducting coach tours around Europe and beyond.

We are looking for travel professionals to join our Product team

The Contracting and Account Managers are responsible for sourcing the best possible partners in Europe and beyond and includes, but not limited to hotel, meals and transportation for our scheduled group tours.

This involves contracting and managing rates, availability and general terms and conditions with suppliers. Additionally, you manage relationships with suppliers and provide support to other departments.

Main Responsibilities

- Contracting and Supplier relations
- Negotiate and contract rates as per guidelines from the Head of Operations and Product. Each Account Manager will be responsible for a specific portfolio of suppliers.
- Deal directly with decision makers.
- Work together with the team to research and source new suppliers.
- Attend key travel shows and events to further improve supplier relations
- Conduct regular direct visits and site inspections to ensure a much more direct and personal relationship with suppliers.
- Quality control
- Monitor client feedback reports and plan strategies accordingly
- Liaise with the other departments with regards to clients' complaints and resolve serious complaints directly with supplier management.
- Liaise with the other members of the product and operations team on a regular basis and suggest improvements.
- Liaise with other departments on the accurate representation of accommodation, attractions, transport used on our tours.

We are looking for someone with the below personal and professional competencies:

- Account management experience, could be within contracting or sales
- Experience from the travel industry
- Proven track record in negotiation
- Ability to work independently with a creative mind-set
- Outgoing and approachable personality

The yearly salary is £24,000.00-£30,000.00 depending on experience

Working hours are Monday to Friday 9-5 but this job includes frequent business trips in Europe during weekends and with variable working hours.

Start date: ASAP

Please send your CV and Cover Letter to jobs@expatexplore.com

Please note you must have a UK or EU passport or a valid UK working visa to apply for this position.

