



Travel Coordinator

Ensuring the smooth operation of our FIT car-touring business by booking all the relevant services, entrances, and special attractions.

Job Title: Travel Coordinator
Reporting to: FIT Operations Manager
Department: Operations
Primary Location: Edinburgh

About Us

We help travel businesses grow through destination expertise. Working with international clients in the travel trade, we develop new touring programmes, improve existing ones or boost turnover by providing accommodation, attraction entrances, catering, guiding and transportation in our destinations at a leading rate. JacTravel was established in 1975 so are long term specialists in England, Scotland, Wales and the island of Ireland but have now expanded into France and other key destinations in mainland Europe.

Our Culture

We have passionate travel experts based in our offices in Edinburgh, Dublin, London, Palma (Mallorca) and Cluj (Romania) but also working remotely throughout the world. We're very proud of our diverse team. Since 2017, JacTravel DMC has been part of WebBeds, one of the world's leading providers of accommodation distribution services to the travel industry, and so there are more than 50 different languages spoken throughout the entire company.

Working at JacTravel means mixing with colleagues and clients throughout the world, coming into close contact with the best travel experiences that our destinations have to offer and playing a vital part in the future of inbound tourism. We think our working culture reflects this – in the

offices we are smart casual, hybrid working models are encouraged to suit each individual employee and we make an effort to fit our work around people's home lives. Achieving a fair work-life balance is in our nature.

Key Responsibilities

Providing excellent customer service, you will be creating memorable trips for our clients to the UK & Ireland by booking accommodation and services for our car touring and packaged products.

Responsible for the full booking cycle, you will help the client from their initial enquiry, through to ensuring they have all the necessary vouchers and documents.

About You

Essential

Qualifications & Knowledge: A solid working knowledge of Microsoft Word, Excel, Outlook, and the Internet.

Experience, Skills, and Behavioural Requirements: Exceptional customer service and results driven. Highly accurate with an excellent attention to detail. Well-developed English written and verbal communication skills. Ability to make decisions and to work on own initiative and in a team. Excellent organisational skills.

Desirable

Experience, Skills, and Behavioural Requirements: Fluency in a European language (German or French) as well as English. Previous experience working within the travel industry or another DMC.

What we can offer you



Flexible hours



Hybrid working



Travel benefits



Birthday day off



20 days annual leave (plus bank holidays)



Learning and development opportunities



Health and wellbeing support including enhanced parental leave and Employee Assistance Programme



Family and Friends discounts on Hotel and Flight bookings



Long service awards



Company-funded staff social events



Pension scheme