



## Business Support Executive

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**Job Title:** Business Support Executive  
**Reporting to:** Senior Business Support Executive  
**Department:** DMC  
**Primary Location:** Cluj Napoca

### 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

### Database

- Data Entry for Groups Department
- Introduce new clients and suppliers into the system
- Create new service options
- Ensure contracted rates are maintained accurately
- Update service descriptions
- Carry out ongoing housekeeping tasks on the Database and Creditors module in Tourplan

### Rate Maintenance

- Use Rate Maintenance module to bulk update service options

### Allocations

- Update Allocations module

### System

- Offer system related support to all users within Groups Department

## About You

### Essential

**Qualifications & Knowledge:** Analytical, technically competent, able to communicate with users across the Groups network. Highly accurate with an excellent attention to detail. Ability to make decisions and to work on own initiative through self-motivation. Excellent organisational skills. Ability to prioritise workload and work to deadlines. Ability to solve complex problems. Well-developed written and verbal communication skills. Good spoken/written English.

## What we can offer you



Flexible hours



Hybrid working



Travel benefits



Birthday day off



Up to 25 days annual leave (excluding 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