

We are hiring

Travel Agency Team Leader

Who are we?

Starts at 60 is an established media company expanding into its own travel fulfilment via Travel at 60. You will be part of a new dynamic travel agency team selling full service travel and our range of tailor-made experiences to our 1.5 million over 60 audience.

Who are we looking for?

A Senior Team Leader who will have the responsibility for the travel fulfilment of customer bookings within the "Travel at 60" (TAS) travel division.

As a start-up Leader, the role will ensure the implementation and set up of the required travel systems, as well as assisting to grow our talent with the hire of other travel consultants in the team. Some input into the critical business tools for success will also be expected.

Backed up by a strong target marketing program to its customers, the Senior Team Leader will be converting the enquiries to bookings, creating the best outcome for our customers and providing maximum yield to the business.

What will you be doing?

- Ensure we successfully deliver the transacting travel bookings for TAS customers including:
 - Air tickets
 - Wholesale products
 - Cruise
 - Privately contracted products
- Grow and drive the travel operation profitability ensuring margins are maximised.
- Ensure all payments and bookings are accounted for via mid office system (Tramada).
- Ensure bookings are finalised via the GDS (Sabre) as well as other travel systems.
- Day to day coaching and management of the travel operation team members ensuring continued performance excellence.
- Demonstrate exceptional selling skills, which convert leads to bookings.
- Provide an exceptional customer service experience for our customers each and every time.

What do you need to be successful?

- Deep product knowledge across all travel products including fares and ticketing systems.
- A real passion for all aspects of travel.
- Excellent communication skills with a personable and engaging manner.
- Demonstrated record in business development and proven customer service.
- Well-developed organisational, administrative and commercial skills.
- At least five years of sales experience in travel in a customer-facing role.
- At least three years team leadership experience, preferably leading a small team in retail.
- Proficiency with MS office applications, the use of Sabre (GDS) and Tramada (back office).
- A great team-player.
- A desire to be an ambassador for the company's brand and integrity on the very front line.
- Don't miss the opportunity to be part of a dynamic, growing and fun environment that will encourage you to be the best you can be and allow you to make a real contribution to the ongoing success of our business.
- An attractive salary package including incentives on targets is on offer for the right candidate.

Background

Starts at 60 is an established media company serving 1.5 million people monthly in the 60-plus demographic. We've built a community platform, media outlet and membership offering that all serve each other, telling the stories, sharing the voices, finding better products and services and dreaming about ever-greater experiences for the community. Over the past two years we have built Travel at 60, which combines travel media with a two-sided marketplace serving travel deals from third party retailers and operators.

An attractive salary package is on offer for the right applicant.

Please submit your application to **admin@startsat60.com**.

Only shortlisted candidates will be contacted.