



## **Job Title: Rail Operations Executive**

**Salary: £26,000 per annum**

### **Job overview:**

We are looking for an enthusiastic, self-motivated individual with a hands-on approach to join our small and friendly team in Farringdon. You'll be supporting our Rail Manager in the process of booking, checking and despatching rail tickets for customers. You'll also help prepare bespoke documentation for our customers and support our Travel Consultants in booking hotels and tours. You'll be accurate and methodical, with an eye for detail and the ability to work well under pressure. As a member of a small team, you'll be expected to help out in all areas of the business and you will be directly involved in the development of new processes. This is an exciting opportunity to help contribute to a young and growing business, with plenty of scope for personal development and promotion.

### **Responsibilities and Duties:**

- Booking rail tickets and requesting these from other suppliers in collaboration with the Rail Manager
- Checking tickets and other bookings and documentation for accuracy
- Chasing suppliers and other third parties for tickets and documentation
- Requesting/ chasing rates and confirmations with international suppliers
- Supporting the sales team and Rail Manager with after-sales care including emergency procedures (rail strikes etc)

- Supporting the sales team by making hotel bookings and researching ad hoc queries
- Ad hoc support to the Operations team with assembling bespoke documentation to send to customers
- Booking tours, extras and other supplementary elements as required
- Answering calls and taking messages from customers and suppliers when required

#### Skills required

- Excellent accuracy and attention to detail essential
- Comfortable communicating on the phone, instant messenger and email
- Good organisational skills and the ability to prioritise workload
- Excellent written and spoken English
- IT literacy
- Familiarity with one or more European languages, particularly Italian, French, Spanish and/ or German would be useful
- A good working knowledge of European geography