

Job Title: Travel Expert – Telephone Customer Services

Reports To: Travel Experts Manager

Salary: Competitive (dependent on experience)

Location: Hybrid Working in our Norwich Office (initial training period in office, thereafter 3 office days per week and 2 from home)

Join the team behind the holiday

At Premier Holidays, our Customer Service Team plays a vital role in ensuring every customer receives an exceptional experience from booking through to their return home. As a Travel Expert, you'll be the trusted point of contact for customers, travel agents and suppliers, managing a wide range of post-booking requests and helping to deliver seamless tailor-made holidays across our worldwide destinations.

This is a varied and rewarding role where no two days are the same. You'll work closely with colleagues, suppliers and customers to resolve queries, coordinate booking amendments, manage travel updates and provide outstanding service at every stage of the customer journey.

What You'll Be Doing

As a Travel Expert within our Customer Service Team, you'll be responsible for managing all post-booking administration and customer service activity for holiday reservations across Premier Holidays' worldwide programme.

Your responsibilities will include:

- Managing customer and travel agent queries via telephone and email.
- Handling booking amendments, supplier changes and special requests.
- Liaising with hotels, airlines, destination management companies and other suppliers.
- Monitoring schedule changes, operational updates and travel disruptions.
- Assisting customers before departure and supporting any issues that arise whilst in resort.
- Conducting quality control checks on travel documentation and booking information.
- Managing bookings requiring additional assistance or special arrangements.
- Completing daily administrative tasks and operational reporting.
- Keeping up to date with Foreign, Commonwealth & Development Office (FCDO) travel advice and destination updates.
- Working collaboratively with colleagues across the business to ensure the best possible customer experience.

About You

We're looking for someone who genuinely enjoys helping people and takes pride in delivering excellent customer service.

You'll be organised, proactive and approachable, with the ability to remain calm under pressure and manage a varied workload. Whether you're supporting a customer with a simple query or resolving a more complex issue, you'll be committed to finding solutions and delivering a positive outcome.

Travel industry experience is welcomed but not essential. Above all, we're looking for someone with the right attitude, strong communication skills and a passion for customer service.

Knowledge, Skills & Experience

Essential

- Previous experience in a customer service or telephone-based role.
- Professional, friendly and confident communication skills.
- Excellent organisational skills with strong attention to detail.
- Ability to manage multiple tasks and priorities effectively.
- A proactive and positive approach to work.
- Ability to remain calm and professional when handling customer concerns or complaints.
- Strong teamwork skills whilst also being able to work independently.
- Competent using Microsoft Outlook, Word and Excel.
- A genuine commitment to delivering outstanding customer service.

Desirable

- Previous experience within the travel industry.
- Knowledge of holiday bookings, travel administration or tour operations.

What We Offer

At Premier Holidays, our people are at the heart of everything we do. We're proud of our supportive culture, long-serving team members and friendly working environment where everyone's contribution is valued.

In addition to a competitive salary, we offer:

- Hybrid working opportunities following successful completion of training.
- 21 days annual leave, plus UK bank holidays, increasing with length of service.
- Staff travel and holiday discounts
- Company Sick Pay, after 12 months service, increasing with length of service.
- Workplace pension scheme.
- Free on-site parking.
- A varied calendar of social events, including work socials, Christmas celebrations, quizzes and team activities.
- A welcoming, inclusive and supportive working environment.
- The opportunity to develop a long-term career within a respected independent tour operator.

What are the hours for the role?

This is a fulltime position working 37.5 hours per week:

Monday–Friday: 9.00 am–5.30 pm

Saturday: 9.00 am–5.00 pm

You will have **one guaranteed full weekend off every month.**

Hybrid working applies following successful completion of training.

About Premier Holidays

With a proud history spanning **90 years**, Premier Holidays is an independently operated specialist tour operator with a team of around 100 people.

We create **tailor-made holidays** across a wide range of destinations, including **Asia, Arabia, the Indian Ocean, Southern Africa, Australia, New Zealand, USA & Canada, the Channel Islands, Isle of Man and UK islands.**

Our reputation is built on **destination expertise, personal service and creating memorable, tailor-made holidays.**

We are a company people stay with, more than **50% of our employees have been with Premier for over 10 years** – something we are incredibly proud of.