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| Job Title: | Business Support Executive |
| Reporting to: | Business Support Manager |
| Department: | Business Support |
| Location (primary): | Cluj |

Job Description

- Provision of Tourplan support for users
- Data Entry
- Support for teams as required.

Key Responsibilities

Database

- 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 with Tourplan and assist buying team with Tourplan related tasks.
- Assist Key Accounts team to create multiple series references in Tourplan once first reference populated by product.
- Assist key accounts team to link package rates for tour series bookings once confirmed.
- Extending/confirming options with hotels as needed prior to operations handover.
- Assist Key Accounts team to update Tourplan with itinerary and timings for series tours once these have been added to first departure by Key Accounts team.
- Assist Product team by loading hotel service lines for series tours.
- Load into Tourplan all contracted allocations including all commercial terms.
- Load into Tourplan all known and reported events/dates which may impact availability of product.
- Create/update bookings with required services.
- Ensure procedures, and accuracy of services/rates are maintained.
- Load into Tour Plan the contracted rates for the extra services suppliers.

Rate Maintenance

- Use Rate Maintenance module to bulk update service options.

Allocations

- Update Allocations module

System

- Offer system related support to all users.

Required Experience and Knowledge

| Essential | |
|---|---|
| Qualifications & Knowledge Experience, Skills, and Behavioural Requirements | <ul style="list-style-type: none"> • 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 work on and solve complex problems. • Well-developed written and verbal communication skills • Good spoken/written English. |

About JacTravel.

Established in 1975, JacTravel is a leading European Destination Management Company.

JacTravel provides groups and tailormade FIT travel products and services to the international travel trade including accommodation, transportation, attractions, catering, and guided touring. Long term specialists in England, Scotland, Wales, Northern Ireland, and Ireland, in recent years we have expanded our offer into France and key destinations in mainland Europe.

Our team of enthusiastic travel experts in offices based in Edinburgh, London, Dublin, Palma (Mallorca), and Cluj (Romania) create and operate made-to-measure city break, touring and special interest itineraries. Since 2018, JacTravel has been part of WebBeds, the fastest growing accommodation provider to the travel industry.

Our clients – online travel agencies, retail travel agents, tour operators, wholesalers....

Our supplier partners – global hotel chains, independent hotels, castles, B&Bs, self-catering, tourist attractions, restaurants, transfer & transportation companies, guides....

JacTravel operates global coverage through a sales team covering our key markets in USA & Canada, Latin America, DACH, Benelux, France, UK, Spain, Portugal & Italy.

Integrated within the JacTravel team is also the WebBeds Groups team based in Palma thanks to a shared expertise of group travel. The WebBeds Groups team focus on city breaks and ancillary services to global destinations.

Find out more about the JacTravel business at www.jactravel.com