



Rapid Travel Group is a privately owned and operated Travel company based nr Grimsby. Rapid is a market leader in personally managing customers travel and specifications, to include business accommodation and travel requirements both nationally and internationally.

We are a passionate team who believes in excellence with a friendly “can always do with pleasure” attitude. Offering bespoke, travel assistant service across all industry sectors.

The role

The role is primarily responsible for making all general Travel reservations for our valued customers. You will check the most cost-effective travel solutions for our clients where possible. These Travel items will include Hotels, Car parking, Trains and Air journeys.

The role in detail

- To act as a primary contact for customers by handling all incoming service requests for travellers via telephone, email and or bespoke online platform
- To complete reservations at the point of sale, accurately and efficiently.
- To provide and excellent customer service and always exceed expectations
- To support other members of the team
- Provide solutions to requested itineraries from our travellers

Skills required

- We are an innovative company that is always driving technology first so a good level of computer literacy is needed
- Exceptional customer service & communication skills along with excellent attention to detail.
- Previous experience in a customer-based role where the skills can be transferred to this role
- Ability to work as a team and engaging in the company culture
- Strong organisational and prioritising skills
- Be a creative thinker and problem solver
- Ability to develop great relationships with bookers/travellers and Suppliers

Company Benefits

- A day off for your Birthday
- Pension scheme
- Training & Coaching
- A happy and motivated work environment
- Team building days out
- Employee Assistant Programme and Employee wellbeing

If you feel you are suitable for this role, please send you're CV and covering letter to rachael@rapidtravelgroup.com . Please put the job role you are applying for in the subject box.