Australia Jobs Expertini®

Cruise Aftersales Consultant - Broadbeach, QLD

Apply Now

Company: Ignite

Location: Australia

Category: personal-care-and-service

Ahoy there Embark on an epic adventure with the top Cruise Agency in Australasia, crowned as the NTIA Most Outstanding Online Travel Agency of 2022 & Large Cruise Agency of the year 2023 at the Cruise Line Industry Awards. At My Cruises, we don't just book cruises; we craft unforgettable experiences, weaving magic into every voyage. Our dedication to top-tier client service has set us apart, and now we're on the lookout for exceptional individuals to hop aboard and help us set sail into even more fantastic journeys. If you're a travel enthusiast with a knack for turning ordinary trips into extraordinary adventures, we want you to #jumpship and become a part of our success saga. Get ready to ride the waves of excitement and redefine cruise travel with us!

What you'll be doing...

As a Cruise After Sales Consultant, your role is pivotal in ensuring that customers receive exceptional care and support after booking their holiday with our sales team. You'll manage post-sale bookings with precision and efficiency, handling payments, updating reservations, and ensuring all documentation is in order. Serving as the main point of contact, you'll communicate effectively with customers, internal teams, and external partners, addressing inquiries, coordinating requests, and providing updates. Your problem-solving skills will be put to the test as you resolve various challenges that may arise, from billing discrepancies to itinerary changes. With a deep understanding of our cruise offerings and a passion for customer satisfaction, you'll provide personalised recommendations and support tailored to each customer's needs. Your feedback and insights will contribute to continuous improvement efforts, ensuring that every customer receives a seamless and unforgettable

cruise experience.

Who you are...

Travel industry experience with a passion for sales

Exceptional multitasking ability to meet deadlines and exceed client expectations

Excels at building meaningful relationships while prioritising teamwork and collaboration

High attention to detail

Fast Paced Environment

What's in it for you...

Flexible working opportunities

Ongoing brain power-ups and skill sharpening, plus occasional escapes to bucket list destinations

Catapult your career across a network of brands and businesses in an evolving industry

Say no to full price! Nab discounts on travel and more thanks to our sweet rewards

program

Access to industry leading health and well - being programs and financial advisors

Set up shop in a swanky beachfront office in Broadbeach, with a golden ticket to public transport and parking perks

Enjoy social events to promote networking, celebration of wins, and sometimes just for fun!

Take volunteer leave as part of giving back to the local community

It's a unique and exciting time for cruise travel at My Cruises. Embrace the opportunity to **#jumpship** and sail into a fulfilling career with us!

Our Talent Acquisition Team kindly requests no unsolicited resumes or approaches from Recruitment Agencies. Flight Centre Travel Group is not responsible for any fees related to unsolicited resumes. #LI-LH2#IGNT#LI-Onsite

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