

External Vacancy Notice

Spanish Speaker - Inside Sales, Marketing & Sales **EMEA (Regional Headquarters for Europe, Middle East and Africa)**

Job Title	Inside Sales Agent, EMEA Marketing & Sales *Spanish Speaker
Contract	Permanent, Full time
Location	Hammersmith, London
Reporting	Supervisor or Manager in EMEA, Inside Sales
Job Purpose	We are seeking Inside Sales agents to provide exceptional customer service and sales support primarily through phone and email interactions. This role involves managing reservations, ticketing, group bookings, and responding to inquiries while upholding our brand's high standards. Additionally, the role requires coordinating with various departments and maintaining relationships with corporate clients and travel agencies
Duties and Responsibilities	- Respond promptly to customer inquiries via phone and email, ensuring excellent service delivery - Handle reservations, ticketing, group bookings, and complaints efficiently - Handle all types of irregularities related to reservations - Process BSP-related tasks (refunds, ADM). - Update waivers, favors, and additional services through Sales Force - Assist in administrative tasks for GMs and corporate/agent contracts - Support sales and marketing activities, including B2B website updates and event participation - Manage relationships with non-contracted corporate clients, SME, TMCs, and agents - Prioritize workload effectively, demonstrating organizational skills - Foster open communication and collaboration within the team - Uphold high standards of customer service and attention to detail

Knowledge, Qualifications & Skills	- Business level proficiency in spoken and written Spanish - Skill and knowledge of reservations, fares, and ticketing processes is essential - Skill and knowledge of reservation system is essential - Strong teamwork, time management, and problem-solving skills - High flexibility and ability to work under stressful situations and deal with multiple tasks. - Candidate may be required to take international business trip (e.g. Japan) - Customer-oriented with a proactive approach to sales and service - Ability working with MS Office - Achievement of specific financial and non-financial targets, such as growth in sales revenue linked to European sales and marketing activities. - Experience in the airline/travel industry would be advantageous
Estimated Start Date	Immediate start
Benefits	- Company Pension - Subsidised Commuting Allowance - Subsidised Gym Membership - Life Insurance - Private Medical Insurance (Currently includes dental and optical cover) - Sick Pay - Meal Allowance - Flight Benefits
Working Hours	37.5 Hours per week, Office hours, Mon-Fri
How to apply	- Please send your CV to recruitment_emea@ana.co.jp
Closing Date	30 June 2025
Others	All applicants must have the right to work in the UK