



*Fáilte Ireland (The National Tourism Development Authority) is the State organisation responsible for promoting and supporting the development of tourism as a key driver of economic growth in Ireland. It provides strategic leadership and a range of practical business solutions to foster competitive tourism enterprise, encourage innovation and support policy formulation to help position and sustain Ireland as an attractive and compelling visitor destination.*

## **Travel Advisor**

**Level 8A**

**Fixed Term Contract, for a maximum of 11 months (Full-Time)**

Fáilte Ireland invites applications for the position of Travel Advisor. The role will report to the Senior Travel Advisor and shall be based in Tourist Information Centre, Sligo Town.

Please return your completed application form by **email only** to [recruitment@failteireland.ie](mailto:recruitment@failteireland.ie)

**Closing Date: Wednesday, 25<sup>th</sup> September 2019 at 12.00 noon (Ireland Time)**

Fáilte Ireland is an equal opportunities employer.

<b>Job Title: Travel Advisor</b>	<b>Job Ref: FI – 050TA</b>
<b>Location: Sligo Town</b>	<b>Business Unit: Visitor Engagement</b>
<b>Salary: €25,026 - €40,448*</b>	<b>Reporting to: Senior Travel Advisor, Sligo</b>

### **Job Purpose**

Deliver tourist information and support to visitors in the Tourist Information Centre (TIC) and through other communication channels, as required. Proactively contribute to national projects that deliver tourist information.

### **Primary Objectives/Key Responsibilities**

#### **Engagement**

- Engage with visitors to support their needs and offer suggestions to enhance their holiday experience with particular reference to the Fáilte Ireland brands and target market segments.
- Create itineraries for tourists offering suggestions about other national tourist offerings around Ireland; encouraging visitors to provide feedback through visitor comment forms, surveys, website etc.
- Adhere to Fáilte Ireland policies and procedures, as outlined in the Visitor Engagement Handbook.
- Maintain and replenish up to date supplies of tourist brochures, maps and other printed information and ensure they are well presented.
- Proactively process bookings; respond to enquiries promptly and courteously, providing timely and accurate information.
- Communicate effectively with all internal and external customers.
- First point of contact for visitor queries; manage local queries regarding developmental opportunities.
- Encourage local tourism businesses to sign up to the TCS Discover Ireland website and Fáilte Ireland Welcome Standards.
- Encourage participation in the Local Expert Programme.

#### **Support**

- Support the use of the online e-ticketing system and other purchasing or redemption systems.
- Provide support to Senior Travel Advisors and Visitor Engagement Officer, as required from time to time.
- Ensure all information is up to date and complete, including proof reading of literature, maps etc.
- Attend other Tourist Information Centre locations to provide leave cover, as required from time to time.
- Engage with the trade in relation to available trade space in the tourist information centre and maximise their use, where appropriate.
- Ensure that tourist information provided is up-to-date and accurate.
- Source and provide local tourist information for the organisation and produce information and events listings about the key strategic brands.
- Support the delivery of Visitor Engagement's Outreach - Visitor Information Programme, through gathering detailed, hyper local destination product content and insights for face-to-face, print, workshops and digital distribution. Specifically gather and input local, inspirational and motivational content on an on-going basis according to the Local Content Strategy guidelines.
- Support the roll out of Local Expert Workshops to include, workshop recruitment, attendance and participation in workshops as required.

- Process visitor comments and complaints effectively and handle complaints where relevant in line with policy.
- Adhere to General Data Protection Regulations in line with policy.
- Assist in rejuvenating the tourist information centre to ensure that it is user friendly, visually stimulating and relevant to the needs of the visitor.
- Monitor Health and Safety in the office and report in line with Fáilte Ireland policy.
- Produce accurate weekly statistical information reporting to central database around activity and conduct regular stock on hand reports as required.
- Support and fully engage with the rollout of the Digital Workplace and Office 365 throughout the division.

Carry out all other duties as required and participate as a full member of the Visitor Engagement Team by supporting different work projects, as required, from time to time.

*\*The successful candidate will commence on the 1<sup>st</sup> point of the salary scale in line with current Government pay policy.*

### **Person Specification**

#### **Essential:**

- A minimum of six months experience of working in a customer-facing role.
- Demonstrate through your application a comprehensive knowledge of the local geography and local national tourist attractions.
- Demonstrate through your application that you are an articulate communicator with strong interpersonal skills.
- Demonstrate through your application excellent IT skills- word, outlook and internet.

#### **Desirable:**

- Experience in the tourism sector and a foreign language would be an advantage.

#### **Key Competencies:**

- Customer Orientation
- Teamwork
- Knowledge Management (Visitor Attractions/Visitor Information)

*A panel may be created from which future vacancies may be filled for a period of 6 months.*