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Travel Designer / Operations Executive

ALTERNATIVE ATHENS operates thematic tours & activities off the beaten track in Athens and its surroundings. We focus on the non-touristic aspects of Athens, offering a genuine travel experience, connecting travelers with locals and helping them discover the secrets of this fascinating, complex and diverse country.

ALTERNATIVE ATHENS has been featured on [CNN Travel](#), [National Geographic](#), [The Guardian](#), [The Telegraph](#), [The Independent](#), [The Sunday Times](#), [Le Monde](#), [Der Spiegel](#), etc., as one of Greece's most innovative travel companies. The company is also a consecutive winner of the Certificate of Excellence from TRIPADVISOR for 2014-2017.

We are currently looking for the right candidates to help us expand our activities in Greece, as an addition to the team of **Travel Designers/Operations**.

Responsibilities

- Determine clients' needs and preferences and suggest suitable tours and itineraries
- Create original travel itineraries for FITs and Travel Agents
- Plan, book and make all necessary arrangements for tours, excursions and day trips
- Manage and promote the Alternative Athens brand and tours on Online Travel Agencies
- Liaise with travel agents, guides and suppliers
- Develop procedures for the flawless implementation of tours, excursions and day trips
- Assist in the organization and carry out of big group events and tours

discover the streets. experience the city



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- Promote and maintain excellent client relations by managing a prompt and accurate response and positive email, telephone and service techniques.
- Handle unforeseen problems and complaints and contribute to a high rate of customer satisfaction.
- Determine travel costs and maintain financial client records

Requirements

- Exceptional organizational skills and high degree of problem solving and creative thinking
- Good sales skills and a strong customer-oriented approach
- Excellent use of English (both written and spoken); knowledge of French is an advantage
- Ability to present, persuade and communicate effectively
- Demonstrable ability to handle crises

Please send your cv in English along with a cover letter to info@alternativeathens.com by May 9th