

Sales & Customer Service Agent - Permanent Full-Time role.

Irish owned and operated, Travel Department is a leading provider of guided group holidays, delivering memorable holidays to customers in Ireland and the UK. We've been operating for nearly 30 years bringing customers to wonderful destinations all over the world. Our team create fully guided group holidays that include everything from flights, accommodation, excursions to iconic sights and experienced local guides. Our customers come back time and time again thanks to our range of incredible destinations and to the best-in-class service that we provide.

Headquartered, close to Dublin's vibrant docks area and the city centre, our greatest strengths are our people, our scale, our market leading position in Ireland and our unrivalled experience. Our team are experts, and all have one crucial thing in common, we are all passionate about travel.

We have a great opportunity for a full-time Sales & Customer Service Agent. The successful candidate will report to our Sales & Contact Centre Manager. If you have a passion for travel, love the buzz of getting that sale over the line and chatting to wonderful customers when they book a holiday, this is the ideal role for you. You'll have targets to meet and exceed and you'll be rewarded with the ability to earn uncapped commission. You will handle customer queries and you'll be challenged with plenty of variety. You'll work with the wider team to make the customer experience best in class including marketing, operations, product, development, and finance. You'll have the flexibility of blended home and office/retail working environments so you can enjoy a good work/life balance.

The Role:

- Providing a professional and focused phone service.
- Working to specific sales targets and goals.
- Maintaining relationships with new and existing customers.
- Handling customer queries, feedback, compliments and complaints.
- Working in a busy retail environment, including weekends in line with store opening hours.

Personal Attributes:

- Sales focused.
- Self-starter who is passionate about travel.
- Enjoys a challenge and is driven by targets.
- Very strong attention to detail.
- Excellent at solving problems and providing superior customer support.
- An enthusiastic team player who learns fast.
- A very capable "all-rounder".
- Ability to adapt to new tasks and be flexible in their working approach.

Desired but not essential skills and experience:

- Travel industry experience.
- Sales and customer service experience.
- Proven track record of achieving sales targets.
- Strong written and verbal communication skills.
- A passion for travel.



Travel Department

The World Discovered Together

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Salary / benefits / etc for the right candidate:

- Salary depending on experience plus generous monetary commission scheme.
- 20 days annual leave pro rata + more based on length of service.
- Staff discounts offered on Travel Department and Click&Go holidays.
- Central office based in Dublin 2, served by many transport links.
- Dynamic and exciting industry and work environment.

Reports to: Sales and Call Centre Manager.

Closing date for applications: Tuesday 30th of September 2025.

How to apply: If this sounds like the role for you, please email a cover letter along with your CV to alison@traveldepartment.ie