

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

About Us:

Irish owned and operated, Travel Department is a leading provider of guided group holidays, delivering memorable experiences to customers in Ireland and the UK. We've been operating for over 30 years, bringing customers to wonderful destinations all over the world.

Our team create fully guided group holidays that include everything from flights and accommodation to excursions and experienced local guides. Customers return time and again thanks to our range of incredible destinations and best-in-class service.

Headquartered near Dublin's vibrant docklands, our greatest strengths are our people, scale, market-leading position in Ireland, and unrivalled experience. Our team are experts who share one crucial thing in common – a passion for 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 and customer facing 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.

Essential skills and experience:

- Previous experience in a telephone-based sales and customer service role.
- Excellent telephone manner with confident and professional communication skills.
- Excellent verbal and written communication skills, with the ability to listen, understand customer needs and respond confidently and professionally.
- Experience managing a high volume of calls while maintaining accuracy, empathy and a positive customer experience.
- Ability to build rapport and positive relationships with customers.
- Experience identifying customer needs and providing appropriate products, services or solutions.
- Experience working towards achieving monthly sales targets.
- Experience working both independently and collaboratively as part of a team.

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: Friday 02nd October 2026.

How to apply: If this sounds like the role for you, please email a cover letter along with your CV to our Sales & Contact Centre Manager, Caroline Gallagher at caroline@traveldepartment.ie