



WE ARE LOOKING FOR TRAVEL COORDINATORS!

QUALIFICATIONS AND JOB DESCRIPTION

Longevita, headquartered in London UK and listed on The Sunday Times among Britain's Top 100 fastest growing companies, is a medical tourism group that offers hair transplant, plastic surgery, cosmetic dentistry in London UK and Istanbul Turkey. Longevita is looking to expand its Turkey based reservations and operations team in line with business growth.

JOB DESCRIPTION

- Collect documents from patients and review them to make sure their accuracy to company policy
- Liaise with the medical team to confirm surgical suitability based on medical history forms of patients
- Manage clinical calendars, appointment availability and bookings
- Assist patients with their planning process towards the surgery date including pre-operative advice, travel, accommodation and transfer arrangements
- Provide support over the phone, email, ticketing system and instant messaging to make, amend or cancel reservations
- Schedule appointments with surgeon(s) and make bookings with the hotels and airport transfer companies
- Submit purchase orders to all vendors and update them whenever necessary
- Prepare itineraries for patients coming to Turkey including their flight information, pick up and drop off dates/times, accommodation details and medical appointment timeline
- Contribute to retention efforts by highlighting the benefits of the firm's service offerings
- Identify cross selling, up selling, patient referral opportunities and collaborate with the sales team for execution
- Provide back up cover for patient hosts

REQUIREMENTS

- Degree from Tourism administration, English translation and interpretation, English or American language and literature, International Relations
- Fluency in formal written and spoken English, additional Western European language is a plus
- Minimum of 2 years experience in a customer facing role with a proven track record, preferably in travel or hospitality industry
- Multi-tasking and time-management skills with the ability to prioritise tasks
- Ability to communicate and negotiate effectively
- Flexibility in working hours and days including weekends when required
- Prior experience with CRM software is a plus

BENEFITS

- Base salary and performance linked bonus
- Private health insurance
- Apple iPhone, laptop computer, meal card
- Minimum two professional trainings every year
- Rotation opportunity across different roles and offices
- Company sponsored holiday to exotic destinations on meeting targets every year

To apply please send your CV to talent@longevita.co.uk

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