



Job Title

Product Consultant

The Company

Dolphin Dynamics (www.dolphind.com) is an established company with over 28 years' experience in providing leading software solutions to tour operators and travel agencies. The company has around 35 staff who fulfil various development, customer delivery and support roles. Dolphin's client base ranges from independent companies to multinational corporations including Destination 2, USAirtours, Osprey Holidays, Diversity Travel, Carrier, Baldwins Travel, Profil Rejser (DK), Azure Collection and Oasis Travel.

The Role

As part of the Customer Delivery team, the Product Consultant will be responsible for implementing new Dolphin & Travelwire systems. They will be key to ensuring that customers get the most out of their products, have a smooth journey during their implementation, and are advised on best practices for using the system. They will also work closely with the support team to provide answers to second-level support queries.

Responsibilities

- Technical pre-sales activities
- Configuration & training for new Dolphin implementations
- Best practice consultancy for new and existing Dolphin customers
- Second-level product support
- Work with the Project Management, Infrastructure Services, Support and Development teams as required to complete customer requests & projects.
- Work with customers to ensure the high-quality delivery of software & services.
- Create customer-facing documents and articles as required.

Required Skills & Qualifications

- Experience working in the travel technology industry
- Proficiency in MS Office products including Word, Excel, PowerPoint, Planner and SharePoint
- Excellent written and verbal English skills
- Ability to confidently manage and interact with internal and external stakeholders at all levels
- Strong organisation and prioritisation skills

Desirable Skills and Experience

- Knowledge of Dolphins Booking Management Module and/or Travelwire mid office platforms
- Knowledge of accounting processes and software packages



- Languages - Swedish speaking
- Experience of Crystal Reports
- Basic exposure to SQL

Benefits

- Pension contribution
- Private health insurance
- Ride to work scheme UK only
- Active social committee
- Employee profit share programme

Start Date

As soon as possible

Contact

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