

## Job Description – Air Specialist

This position is to join the head office of Abercrombie & Kent Australia, an international company widely regarded as the leading luxury travel company in the world. Abercrombie & Kent was founded in 1962 and has grown into an international travel group with over 55 offices in 30 countries and is all about “Inspiring Experiences.”

**Job Title:** Air Specialist  
**Department:** Outbound Reservations Team  
**Location:** Melbourne  
**Reports To:** International Sales Manager  
**Direct Reports:** None  
**Status:** Permanent Full Time

### **Main Objective:**

To increase the volume of Air Product booked and sold by the Outbound International Sales Team.

### **Key Responsibilities**

- Source and book the most suitable international airfares based on individual client needs
- Work closely with both the Operations and Sales team to ensure accuracy of flight information provided and service standards are met
- Provide airfare quotes for consultants to add to land enquiries within required timeframe
- Construct and maintain flight reservations and ticketing training manuals and resources
- Source and produce terms and conditions for airfare component of A&K package
- Coordinate and conduct airfare training for Operations & Sales staff on a regular basis
- Monitor GDS queues
- Oversee and manage ticketing of all flights booked
- Assist with flight bookings for staff business travel
- Coordinate all international ticket reissues

### **Other Responsibilities**

- Maintain and develop relationship with GDS supplier and consolidator to ensure adequate level of assistance provided
- Participation and assistance with business development activities
- Attend supplier functions and training sessions
- May be required to represent A&K on familiarisation trips, trade shows, hosted agent familiarisations and functions outside work hours when required.
- Commitment and contribution to a positive, motivated and cohesive team environment.
- Assist in other areas of the business if and when required.

### **Selection Criteria**

#### **Knowledge and Experience**

- Fares & Ticketing experience
- Previous experience in a Wholesale or Retail Travel environment
- Experience in a fast paced environment with high volume workload
- A good understanding of airfare construction and wholesale airfares especially business class fares
- Demonstrated knowledge of international A&K destinations
- A demonstrated understanding of sales principles and prior experience in a travel sales environment
- Prior experience constructing and delivering training sessions

#### **Computer Skills**

- Extensive experience using Sabre Global Distribution System (GDS)
- Experience in using an in-house travel system (Travel Studio experience would be considered an advantage)

- Proficient in Microsoft Office (Word, Excel, Power Point & Outlook)

**Skills & Aptitude**

- Committed to the highest level of customer service
- High degree of attention to detail
- Excellent communications skills – both written & verbal
- Team player and ability to work across all departments (product, marketing, sales, finance)
- Willingness to take on challenges
- Strong time management skills are essential
- Ability to work autonomously
- A passion and enthusiasm for airfares

**Other Information:**

- Some out of hours work will be required (to attend training, product sessions, events)

**Understanding of and Commitment to A&K's Corporate Environment and Values:**

A&K provides an inspiring environment with competitive benefits and remuneration and the chance to excel through innovation, collaboration and exemplary customer service.

Our corporate values encompass;

**Pioneering** - We are committed to being innovators, pushing boundaries and being the creators of the most inspirational travel experiences to the most remote, exclusive and exotic destinations in the world serving both existing and emerging markets.

**Courageous** - Courage is about standing up for what we believe in as well as trying new things and being creative, whilst taking responsibility for our own actions. We uphold corporate values, our brand and our commitment to philanthropy without compromising the luxurious experience our guests demand.

**Trustworthy** - Guests and colleagues can depend on us to deliver to high standards of professionalism and quality. We can be relied upon to be honest, truthful, transparent and open with all of our guests, colleagues and suppliers ensuring guests' safety and security giving them comfort and peace of mind.

**Integrity** - Integrity is about taking pride in what we do, what we stand for and basing our actions, every day, everywhere in the world, in ensuring our values become a reality for our guests, internally and externally.

**Stylish** - Superb service delivered with panache enabling our guests to have "the perfect experience", "Insider Access" and memories of a lifetime.

**Welcoming** - Warm and hospitable, putting our guests at ease. Energy and passion to put our best foot forward and exceed guests' expectations.