

Cruise Specialist - Land Programs & Events

Abercrombie & Kent was founded in 1962 and has grown into an international travel group encompassing 55 offices across 30 countries. Abercrombie & Kent's Cruise division, Akorn Destination Management, is a specialised division offering first class services in shore excursions, extended land programs and turnaround services to the cruise industry.

About the role

We are seeking a permanent full-time employee in the role of **Cruise Specialist - Land Programs & Events** based in Melbourne. This role is responsible to administer the Cruise Land Programs and Events activity, to facilitate the achievement of sales targets and profitability while ensuring on ground delivery of an exemplary product and service. Assisting with the development of proposals and operations for Cruise as required.

Key Responsibilities include, but are not limited to:

- Oversee all Cruise Group movements including Pre & Post hotel programs, overlands, & events.
- Oversee the planning, product development, operation and quality control of the Cruise land programs
- Accurately book and manage all services required for the successful operation of the Land Programs, Events or Private Tours within the client's contract or budget
- Ensuring the set up and delivery of Cruise Land programs, private tours and Pre & Post Hotel programs are accurate and to provide confirmation and documentation for all stakeholders.
- Work with the Inbound Groups Manager, Cruise Account Managers, Pier Managers, and other Cruise staff to handle communications & assist with corresponding with the ships as it pertains to specific land program requirements.
- Distribute passenger numbers to all suppliers and updates as required
- Maintain booking data including financial, in our in-house reservations system, Travel Studio
- Liaise with cruise clients when travelling and amend itineraries and costing when required.
- Qualifying, creating, and presenting detailed tailor-made itineraries and costings for clients.
- Management of domestic flight reservations in conjunction with bookings.
- Correctly process all financial transactions for files within the reservations system (Travel Studio), including invoicing, margins, credits, deposits, payments, and cancellations.
- Emergency after hours telephone roster
- Organise site inspections, where required

Required knowledge and experience

The successful applicants will have:

- 2+ years' experience in a consulting and sales role.
- Previous experience leading and managing a team is preferred.
- Demonstrated knowledge of sales principles and strong understanding of maximising margin
- Previous experience in the Cruise/Groups industry is preferred.
- Excellent product knowledge of Australia and New Zealand including ports.
- Operational understanding of logistics of groups movements
- Experience using an in-house Reservations system (Travel Studio preferred)
- Proficient with Microsoft Excel, Word, PowerPoint, and Outlook

- Experience using a GDS is beneficial, preferably Sabre
- High degree of attention to detail.
- Lateral thinking and ability to problem solve essential
- A team player with an enthusiastic and positive approach
- The ability to face challenges head on and a 'can do and hands on' attitude
- Time management skills essential.
- Committed to the highest level of customer service.
- Excellent written and verbal communication skills.

Other Information:

- Up to two weeks' travel (interstate) per year may be required to participate in site inspections, familiarisation trips or attend events.
- Due to the nature of the cruise industry the role may include working extra hours when operationally required and across weekends and public holidays.
- This position will require assistance with emergency after hours' phone on a rotating roster.
- As part of this role it may include long hours, difficult conversations with guests and working in a high-pressure environment with high workload

Location: Melbourne office with Hybrid option available

Status: Permanent F/Time

Contact Email: HR@abercrombiekent.com.au

Application Procedure: To apply for this position please view the Role Profile on our website <https://www.abercrombiekent.com.au/careers/current-vacancies> and send a current resume & brief cover letter outlining your motivation and suitability for the role.