

## **Team Leader – International Travel**

A&K is the world's premier luxury travel company, with an unrivalled legacy of creating memorable, inspiring adventures in more than 100 countries and on all seven continents. Our approach combines singular service, authentic local expertise and beyond-the-guidebook insider access, all of which come together to create a journey of a lifetime, every time our Guests travel with us.

Due to our expanding operations, we have a Team Leader role available leading a team of highly specialised Travel Specialists.

### **The Role**

We are looking for a skilled Team Leader to lead and manage a team of skilled Travel Specialists to deliver the highest levels of customer service. The team is made up of Tailor Made and Small Group Journey specialists, creating and selling A&K's vast portfolio of destinations and travel styles.

### **Key Responsibilities include, but are not limited to:**

- Daily management of a team of 9 high performing international Outbound FIT and Group Travel Sales Consultants within the A&K brand.
- Assist in driving the sales team to achieve monthly sales targets and KPI's for the wider business goals, by mentoring with empathy and consistency to develop trust, helping to identify consultant weaknesses and strengths, leading by example and providing necessary training.
- Run monthly 1 on 1 meetings with all team members to monitor performance, discuss goals, achievements, solutions to any issues, and feedback for improvement in both directions. (Manager and team member)
- Management of two external inboxes in addition to a CRM, to ensure enquiries and leads were distributed timely and strategically to maximum revenue and customer service where possible.
- Assist with sales solutions, margin adjustments, and product related issues to ensure consistency, conversion and guest expectations.
- Develop and maintain processes and procedures to ensure best practice for effective operations.
- Manage a rotating roster of three shifts, in addition to a team annual leave roster and requests, to ensure operational needs for business hours and extended hours were met.
- Deliver superior customer service to trade and consumer channels when required and assisted effectively in troubleshooting issues, including the management of complaints with internal and external stakeholders.
- Provision and analysis of enquiry and sales reporting.
- Work collaboratively with various departments to troubleshoot, provide solutions, and foster enriching relationships to ensure effective outcomes for business needs.
- Assist with weekly team meetings to deliver communication for all aspects of the business

## **Other Responsibilities**

- Participate and assist with business development activities such as Roadshows and events.
- Attend appropriate supplier functions and training sessions.
- Represent A&K on educational trips. Trade shows, hosted Agent educationals. Some work outside of hours may be required.
- Assist in other areas of the business if and when required.

## **Required knowledge and experience**

- Experience selling the majority of A&K's portfolio of destinations is desirable, however knowledge and expertise within the luxury market is similarly advantageous.
- Minimum 3 years' experience in a Reservations or Travel Agency consulting / management is required.
- A strong commitment to exceptional customer service is a pre-requisite.
- Experience in a fast paced work environment with high touch expectations.
- Expertise in booking international air is valued.
- Proficient in Microsoft Office (Word, Excel, Power Point & Outlook)
- Ability to work across multiple booking and CRM platforms.
- Experience using a Global Distribution System (GDS).
- Committed to the highest level of customer service
- High degree of attention to detail.
- Excellent communications skills – both written & verbal
- Team player
- Willingness to take on challenges.
- Demonstrated knowledge of sales principles including qualifying, rapport building and the ability to close the sale.
- Strong time management skills are essential.
- Ability to work autonomously
- Demonstrated understanding of the requirements of high end clients

## **Other Information**

- Up to 2 weeks travel may be required (interstate and overseas) to participate in familiarisation trips.
- Some out of hours work will be required (to attend training, product sessions, events)

**Location:** Melbourne with hybrid option available

**Status:** Permanent Full-time

**Contact Number:** (03) 9536 1800

**Contact Email:** [HR@abercrombiekent.com.au](mailto:HR@abercrombiekent.com.au)

**Application Procedure:** To apply for this position please view the Job Description 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.