

Travel Specialist

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.

The Role

Due to growth, we have **3 Travel Specialist positions** available across our Small Group Journey and Tailor-Made journey portfolio's.

We are looking for exceptional consultants to join our team in both our Tailor Made and Small Group Journey departments.

Main Objective

- Our Small Group Journey Specialists sell a worldwide portfolio of journeys which are crafted to the highest level. Therefore, a good general knowledge of A&K's worldwide destinations, or a strong background in set departure touring is advantageous.
- Our Tailor-Made Travel Specialists create extraordinary, experiential FIT touring itineraries around the world. We operate a team of geographic Specialists and are particularly looking for consultants with knowledge of Europe and Asia, however candidates with specialty knowledge in other areas are welcome to apply as full training will be provided.

Key Responsibilities include, but are not limited to:

- This is a Reservations Sales role and includes consultations with Direct Guests and Trade partners on A&K's suite of destinations and journeys.
- Creation of quotes and options within our booking system, and our network of global DMC's.
- Qualifying, creating and presenting detailed bespoke itineraries, follow up and conversion.
- Meeting virtually or physically with Guests and potentially in store with Trade partners on occasion for personalised consultations.
- Manage all aspects of client relationship throughout the course of their enquiry/booking and as a touch point for their on-ground experience.
- Resolution of any complaints or issues in conjunction with the Guest Services team
- Participate and assist with business development activities such as Roadshows and events.
- 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 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, PowerPoint & 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)

Why work for A&K?

- Flexible and inclusive workplace where staff are encouraged to expand their skill set, take on challenges and contribute positively to our collective team.
- Supportive environment that will make you proud to work for A&K
- Investment in our staff with both in-house and external training opportunities
- Opportunity to progress your career, not just in Australia but as part of our global business
- Annual Familiarisation/training travel opportunities
- 3 extra Wellbeing leave days per year (in addition to your Annual and Personal Leave entitlements)
- Access to our Employee Assistance Program (EAP)
- Opportunity to work from home as part of our hybrid working model
- Work in the enviable CBD office location
- Monthly birthday celebrations and other team activities
- An organisation that is mindful of the environment, conscious of waste and seeks to minimise our eco-footprint.

Location: Melbourne (Hybrid role)

Status: Permanent F/Time

Contact Number: (03) 9536 1800

Contact Email: 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.