

## VP Global Air Sales & Operations - AKTG

For 60 years, Abercrombie & Kent has been a pioneer in the world of luxury travel, redefining the notion of what is possible on holiday and delivering travel experiences that change the way travellers see the world and see themselves.

For more than three decades Crystal has been synonymous with exceptional, award-winning voyages. Last year, the A&K Travel Group acquired the Crystal brand and its two most beloved vessels, *Crystal Serenity* and *Crystal Symphony*, ushering in a new era of *Exceptional Suites, Exceptional Service, Exceptional Dining, and Exceptional Experiences. Exceptional at Sea*

### The Role

Abercrombie & Kent Travel Group (AKTG) is seeking to fill a full-time role of **VP Global Air Sales & Operations**. The role is responsible for Global Air at Abercrombie & Kent Travel Group level including Sales, Contracting & Operations. To identify and create global strategy, negotiate, and maintain best in class air contracts, as well as developing and evolving the overall air/sea offering for the Abercrombie and Kent travel group globally.

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

#### Reservation Management:

- Create and implement a unified global air offering, supported by key partnerships & contracts.
- Develop global relationships, and contracts with key airline partners to support global alignment.
- Work closely with Finance teams to ensure ARC ticket auditing and back office (TRAMS) reporting processes are streamlined.
- Work alongside the IT department including the integration of system and operational processes
- Maximize profitability and sales for the luxury travel segment (cruise and tour operating)
- Drive efficient processes internally within air and operations teams, including but not limited to airfare maintenance & ticketing.
- Responsible for maximizing profitability and conversion of air attachment to travel booking across AKTG and all global contact centres.
- Lead project implementations related specifically to air system functionality.
- Work closely with partners to identify growth opportunities.
- Function as a fundamental resource for sales teams regarding the standards and delivery of the air program.
- Maintain up to date knowledge of selected Global Distribution System (GDS) and all preferred partner airline contract details.
- Identify and understand complex international itineraries for the purpose of offering the best travel option to consumers.

### Other Duties

- Collaborating with stakeholders such as sales, IT, marketing, finance & revenue management to maximize opportunities and profitability.
- Maintain commercial relationships within the travel industry in key markets.
- Travel to local offices to maintain and develop high-level relationships across the market.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Functions, duties, responsibilities, and activities may change at any time with or without notice.*

## **Required knowledge and experience:**

### Education:

Associate degree or equivalent combination of relevant background and/or professional experience in travel industry.

### Experience:

- 10+ years industry sales experience focusing on Global Air Contracts and negotiating
- Experience in working in a Call centre or Tour Operating environment.
- Work effective in a Global Matrix reporting organisation.
- Proven track record of success
- High level of GDS knowledge/experience Amadeus preferred.
- Cross-market knowledge including USA, UK&EMEA and APAC
- Extensive Travel industry and/or cruise industry experience preferred.
- Experience in budget and forecast preparation

### Skills:

- Hungry, ambitious & driven mentality.
- Demonstrated organizational and leadership skills.
- Excellent oral, written, and interpersonal communications skills.
- Excellent organizational skills, attention to detail and analytical skills required.

### **Expected Hours of Work**

The position is full-time and frequently requires working additional time outside of normal business hours.

- Emergency Duty 24/7 phone coverage may be required.
- Evening and weekend hours may be required.

### **Other information**

Up to 30% International travel is required (and maintain a current passport)

**Location:** Melbourne (Preferred)

**Status:** Permanent F/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.