

Job Description

This position is to join the head office of Abercrombie & Kent Australasia, 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 operating in more than 100 countries. Abercrombie & Kent is all about "Inspiring Experiences."

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. Our teams are committed to service and dedicated to clients; provide local insight and practical knowledge that is enhanced by global expertise and presence.

Job Title: Cruise Specialist - Land Programs & Events
Department: DMC - Inbound Reservations
Location: Melbourne
Reports To: Inbound Groups Manager
Direct Reports: Nil
Status: Permanent Full Time

Main Objective: 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.

Main Responsibilities

- 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 set, including contracting of hotels and suppliers where required.
- 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. This includes but not limited to checking accuracy of data; highlighting, documenting, and reporting discrepancies; updating allocations where necessary.
- 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.
- A commitment to open communication with cruise clients, with an aim of 24 to 48-hour turnaround.
- Work with the Inbound Groups Manager, Cruise Operations Specialists, Pier Managers, and other Cruise staff to handle communications & assist with corresponding with the ships as it pertains to specific land program requirements.
- Develop an excellent relationship with all A&K cruise staff, suppliers, and clients
- Distribute passenger numbers to all suppliers and updates as required
- Maintain booking data including financial, in our in-house reservations system, Travel Studio
- Ensuring relevant staff, contractors and guides are fully briefed 24 hours prior to each land program and private tour.
- Organise Site Inspections, where required
- Processing all reservations for files.
- Proof reading of final itineraries to ensure 100% accuracy.
- 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.

Other Responsibilities

- Emergency after hours telephone roster.
- Represent A&K on familiarisation trips, trade shows, hosted agent familiarisations and functions outside work hours when required.
- Compile detailed report and PowerPoint presentation of any famil trips to all staff.
- Maintaining a clean, green, and safe work environment.
- Commitment and contribution to a positive, motivated, and cohesive team environment.
- Attend all scheduled and adhoc meetings.
- Assist in other areas of the business if and when required.
- Commitment to uphold the Cruise Divisions Sustainability Policy & Procedures
- Adhoc tasks required by Executive and Management teams

Selection Criteria

Knowledge & Experience

- 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

Computer Skills Required

- 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.

Skills and Aptitude

- 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.
- Have the desire to work in a creative environment & willingness to travel
- An understanding of and commitment to A&K's Core Values.

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.
- Please note this role may include long hours, difficult conversations with guests and working in a high-pressure environment with high workload.

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

A&K provides a comfortable 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 guest's 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 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.

