

## 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 an internal promotion, we have a Team Leader role available leading a team of highly specialised Travel Specialists across our Tailor Made and Small Group Journey portfolio.

**Job Title:** Team Leader – International Travel  
**Department:** Customer Sales & Operations  
**Location:** Melbourne  
**Reports To:** VP Customer Sales & Operations APAC – A&K and Crystal

### Main Objective

We are looking for an exceptional 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 portfolio of destinations and travel styles. The roles and responsibilities for this position are varied and will suit a Travel Professional with a strong track record of delivering results.

### Operational Responsibilities

- Daily management of a team of 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 Tasks and responsibilities

- Participation and assistance with business development activities
- Attend appropriate supplier functions and arrange in-house updates with relevant contacts
- Represent A&K on familiarisation trips, trade shows, hosted agent familiarisations and functions outside work hours when required.
- Facilitate and attend scheduled and adhoc meetings.
- Taking emergency calls for customers of the International Business out of hours

- Assist in other areas of the business if and when required.
- Adhoc tasks required by Executive and Management teams.

**Selection Criteria 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.

**Computer Skills**

- 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).

**Skills & Aptitude**

- 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:**

- 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)

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

A&K provides an inspiring environment with competitive benefits, staff development opportunities 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 guests 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 of 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.

