

Job Description - 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.

Job Title: Travel Specialist – International Travel (Small Group Journey and Tailor-Made Journeys)
Department: TOC Reservations
Location: Melbourne Office
Reports To: VP Customer Sales & Operations APAC – A&K and Crystal
Direct Reports: None
Status: Permanent Full Time

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.

Operational Responsibilities

- 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

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.

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 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, PowerPoint & 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:

- 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)

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

A&K provides an inspiring 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 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.

