

Job Description - Travel Specialist

This position is to join the head office of Abercrombie & Kent Australia, 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 with over 50 offices in 29 countries and is all about “Inspiring Experiences.”

Job Title: Travel Specialist
Department: Inbound
Reports To: Reservations Team Leader
Direct Reports: None
Location: Melbourne office
Status: Permanent full time

Main Objective: To create, market, sell and deliver tailor made itineraries for travel within Australia and New Zealand and actively contribute to the achievement of the Inbound team’s sales targets.

Main Responsibilities

- Actively and consistently sell to achieve individual and team sales targets (primarily working through internationally based wholesalers).
- Follow up all enquiries with the aim of converting to firm business.
- Ability to prepare deluxe itineraries in line with A&K client high expectations. This requires flair, flexibility, attention to detail and additional research when required.
- A commitment to open communication with marketing offices, agents and direct clients setting clear and definitive expectations, with an aim of same day to 24 hour turnaround.
- Qualifying, creating and presenting detailed itineraries.
- Relationship development and maintenance with key agents – both international and domestic.
- Working closely with the Operation Specialist to ensure a high level of service delivery
- Ensure all product issues are logged for appropriate follow up action to be taken by the product team.
- Ensure all quality control issues are logged for appropriate follow up to be taken by the QC Executive.
- Proof reading of final itineraries to ensure 100% correctness.
- Overseeing all financial transactions within a booking in Travel Studio, including invoicing, margins, credits, deposits, payments and cancellations.
- Assist with overflow tasks below during busy periods.
- Assist GRS (Guest Relations Specialist) with overflow of Welcome call & farewell call clients when on ground.
- Assist GRS with overflow of managing clients when travelling and amend itineraries and costing when required.
- Assist GRS with overflow of providing regular updates to agents when their passengers are travelling on ground.
- Management of all domestic flight reservations and ticketing.

Other Responsibilities

- Identify new business opportunities and provide feedback.
- Assist in other areas of the business if and when required.
- Attending meetings and product training sessions (including out of normal office hours, external etc.)
- 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 fam trips to all staff.
- Assist with the emergency afterhours phone on a roster basis

- Other tasks as directed by the Management team
- Commitment and contribution to a positive, motivated and cohesive team environment

Selection Criteria

Knowledge & Experience:

- Recent tourism qualifications or minimum 2 + years' experience working in the travel industry
- Previous experience in a reservations or consulting role
- Experience working for an Inbound Tour Operator is preferred.
- Excellent product knowledge of Australia and New Zealand
- Demonstrated sales skills and knowledge of sales principals.
- Experience preparing FIT tailor made quote proposals
- Multi-lingual desired, but not required.

Computer Skills Required

- Proficient in Microsoft Office (Word, Excel, Power Point & Outlook)
- Experience in using an in-house travel system (Travel Studio experience would be considered an advantage)
- Experience using a Global Distribution System (GDS) preferably Sabre

Skills & Aptitude:

- Committed to the highest level of customer service.
- Lateral thinking a must.
- High degree of attention to detail.
- Excellent communications skills – both written & verbal
- Team player is a must with an enthusiastic approach to the job.
- Willingness to take on challenges.
- Strong time management skills are essential.

Other Information:

- Up to two weeks travel (interstate and overseas) per year may be required (including familiarisation trips)
- Some out of hours work will be required (this may include attending training, product sessions and events)
- This position will be required to assist with the afterhours phone on a roster basis

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.

