

## Job Description – Operations 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 56 offices in 30 countries.

**Job Title:** Operations Specialist  
**Department:** DMC (inbound) Aus/NZ  
**Location:** Melbourne  
**Reports To:** Reservations Team Leader  
**Direct Reports:** Nil  
**Status:** Permanent Full time

### **Main Objective:**

Provide operational support to the Travel Specialist team to deliver a seamless travel experience to clients travelling to Australia and New Zealand. Actively contribute to the achievement of the Inbound team's sales targets.

### **Main Responsibilities**

- Take responsibility and control of each confirmed file, including:
  - Confirm and reconfirm all services in an accurately and timely manner
  - Manage correspondence from suppliers and respond/action/file accordingly
  - Direct communication with our agents in order to receive client information/details to finalise file confirmation/reconfirmation.
  - Liaising with the product manager on any rate discrepancies with suppliers.
  - Liaise with assigned Market Partner to ensure all files are managed on your Travel Specialists away list during periods of annual leave, sick leave, educational.
- Share co-responsibility for the service delivery of the itinerary with no controllable errors.
- Principal point of contact for all guides, including confirming bookings and managing expenses/invoices
- Work with the product team to ensure all suppliers within bookings have current liability Insurance and meet Health & Safety audit requirements.
- Ensure all bookings meet the required COVID-19 safety protocols in line with company policy.
- Ensure special client requests such as preferred seating on flights, meal requests, frequent flyer information, bedding, special occasions etc. are advised to suppliers accordingly.
- Enter accurate passenger information from the client booking form into Travel Studio database for all files.
- Assist with financial tasks including, pre-payments to suppliers, and supplier invoice queries.
- Log all quality control issues regarding suppliers and guides with Guest Relations/Product departments who will follow up to ensure appropriate administrative action is taken. Implement processes to ensure that these issues do not occur again.
- Ensure the standard and content of documentation and itineraries is consistent, accurate and up to date, and implement ideas to make improvements. This includes traditional documentation and E documentation.
- Produce final documentation and guide letters at a high level of standard, within set source market timeframes
- Send all welcome packs to clients, guides, or hotels ensuring successful delivery.
- Handle on-ground changes, including liaising with client and amending services accordingly.
- Open communication with the various members in the Inbound team at all times
- Assist with overflow tasks below during busy periods

**Other Responsibilities**

- Book and ticket all flights including completing reissues and refunds in conjunction with all files.
- Developing and retaining good working relationships with all suppliers
- Additional tasks where workload requires over busy periods, including but not limited to; checking availability, additional itinerary and product research as directed by your “buddy” travel specialist.
- 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 famil 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 experience in a travel role
- Previous experience in a support role in tourism or events preferred
- Previous experience with a GDS system preferred
- Experience working with or an excellent product knowledge of Australia and New Zealand is desirable.

**Computer Skills Required**

- Proficient in Microsoft Office (Word, Excel, Power Point & Outlook)
- Experience using an in house Reservations System (Travel Studio experience would be considered an advantage)
- Global Distribution System (GDS) knowledge beneficial (Sabre preferred)

**Skills & Aptitude:**

- Committed to the highest level of customer service.
- 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.
- Ability to work under pressure
- Ability to prioritise & work in a demanding environment

**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 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 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.