

## Job Description – Sales Coordinator

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:** Sales Coordinator  
**Department:** Outbound Reservations Team  
**Location:** Melbourne  
**Reports To:** Operations Team Leader  
**Direct Reports:** None  
**Status:** Permanent Full Time

**Main Objective:** To provide operational and administrative support to a team of Travel Specialists.

### **Primary Responsibilities**

- Upload quotes and bookings from clients and travel agents into inhouse reservations system. (Travel Studio)
  - Accurate set up of files, including updating the passenger database as required
  - Book packages or individual services as requested by Travel Specialists
  - Correctly load supplier cost and sell rates and margins
- Produce quote proposals and confirmation letters at a high level of standard and in a timely manner
- Design high quality client itineraries inclusive of quality images and graphics.
- Maintain and update itinerary text in Reservations System, including editing and proof reading.
- Issue travel insurance and process visas as required
- Assist with ticketing of airfares, air reissues and refunds as required
- End of month file reconciliation, including payments to 3<sup>rd</sup> Party suppliers, and requesting agent commissions.
- Produce accurate final documentation and supplementary information within the expected timeframe.
- Distribute documentation to clients ensuring successful delivery.
- Work closely with the Sales Coordinators and Travel Specialists to ensure all itinerary services and information are provided and accurate.
- Coordinate all documentation requirements including checks for passports, air tickets, travel insurance, gifts, etc.
- Assist with the coordination of stock levels and procurement of A&K gifts, stationery and merchandise
- Update procedures and supporting resources sourcing information from other A&K department and offices as required

### **Other Responsibilities**

- Monitor the content of itineraries and implement ideas to make improvements
- Develop and retain good working relationships with all suppliers
- Provide support to Sales Coordinators when staff member on leave or over busy periods
- Reception relief and back-up as required
- Attend product training sessions (including out of office hours, external etc.)
- Other tasks as directed by the Team Leader, International Sales Manager or other members of the Management team
- Assist with brochure proof reading as required
- Assist Marketing team with client events as required

**Selection Criteria**

**Knowledge & Experience**

- Prior experience in the travel industry
- Previous experience in an administration or support role
- Recent travel industry qualifications would be beneficial
- Confidence in dealing with multiple currencies and different rates of exchange.
- Experience in a fast paced office environment with high volume workload

**Computer Skills**

- Proficient in Microsoft Office (Word, Excel, Power Point & Outlook)
- Experience in using an in-house travel system
- Knowledge of a Global Distribution System (GDS) preferably Sabre

**Skills & Aptitude:**

- Committed to the highest level of customer service.
- High degree of attention to detail.
- Excellent communications skills – both written & verbal
- Strong time management skills are essential.
- Ability to work autonomously
- Team player with an enthusiastic approach to the job

**Other Information:**

- Some out of hours work will be required (to attend training, product sessions, events)
- This role may be required to assist with occasional coverage of reception.

**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.