

## 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:** TOC Reservations  
**Location:** Melbourne Office  
**Reports To:** International Sales Manager  
**Direct Reports:** None  
**Status:** Permanent Full Time

### **Main Objective**

Construct and sell bespoke luxury itineraries and tours to travel agents and direct clients, ensuring all guests have an “inspiring experience” and receive exemplary service.

### **Operational Responsibilities**

- Consulting by phone, email, e-chat dealing directly with clients and agents
- Follow up all enquiries and quotes with the aim of increasing conversion
- Qualifying, creating and presenting detailed bespoke itineraries.
- Requesting quotes for A&K itineraries by liaising with A&K worldwide offices and 3<sup>rd</sup> party DMC's
- Manage all aspects of client relationship throughout the course of their enquiry/booking
- Processing bookings via A&K worldwide offices
- Preparation of airfare quote options (using Wholesale/Retail or Published fares)
- Reconciliation of all files.
- Ensuring accurate Quote, Confirmation and Final Documentation is sent to clients/agents
- A commitment to open communication with on-site DMC's, 3<sup>rd</sup> party suppliers and direct clients, setting clear and definitive expectations, with an aim of 24 hour turnaround.
- Actively and consistently sell to achieve individual and team sales targets.

### **Other Responsibilities**

- Participation and assistance with business development activities
- Attend appropriate supplier functions and training sessions
- Represent A&K on familiarisation trips, trade shows, hosted agent familiarisations and functions outside work hours when required.
- Compile detailed report and presentation of any famil trips to all staff.
- Commitment and contribution to a positive, motivated and cohesive team environment.
- Assist in other areas of the business if and when required.

### **Selection Criteria**

#### **Knowledge and Experience**

- Extensive experience selling specific destination and a passion for the destination
- Travel experience to destination of specialty
- Personal travel experience and knowledge of other key A&K destinations
- Minimum 3 years' experience in a reservations or consulting role preferably in wholesale travel

- Experience in a fast paced work environment with high volume workload

#### **Computer Skills**

- 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.
- High degree of attention to detail.
- Excellent communications skills – both written & verbal
- Team player and ability to effectively work across all departments (product, marketing, sales, finance).
- Willingness to take on challenges.
- Demonstrated knowledge of sales principles 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.