

## **Travel Specialist FIT**

Abercrombie & Kent is an award-winning, luxury travel company which has been delivering inspiring travel experiences for over 60 years. We are seeking a full-time **Travel Specialist** to join our Melbourne (or Auckland) based Domestic Travel team.

This is an excellent opportunity for an experienced travel administrator who is looking to be part of a dynamic and high performing team, responsible for delivering a seamless travel experience to clients travelling in Australia and New Zealand.

### **Responsibilities include, but are not limited to:**

- 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.
- 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
- Overseeing all financial transactions within a booking in Travel Studio, including invoicing, margins, credits, deposits, payments and cancellations.
- 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 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

### **The successful applicant will have:**

- Recent tourism qualifications or minimum 2 + years' experience working in the travel industry
- Previous experience in a travel 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 essential
- Proficient in Microsoft Office (Word, Excel, PowerPoint & 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

If you share our passion for travel and thrive in a fast paced environment we want to hear from you.

**Location:** Melbourne/Auckland Office based with hybrid option available

**Status:** Permanent, Full-time

**Contact Number:** (03) 9536 1800

**Contact Email:** [HR@abercrombiekent.com.au](mailto:HR@abercrombiekent.com.au)

**Application Procedure:** To apply for this position please view the **Role Profile** on our website <https://www.abercrombiekent.com.au/careers/current-vacancies> and send a **current resume & brief cover letter** outlining your motivation and suitability for the role.