**Job Description**

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:** Account Manager

**Department:** Cruise – Shore excursions

**Location:** Melbourne

**Reports To:** Cruise Ambassador

**Last Updated:** June 2018

**Status:** Permanent Full Time Permanent

**Main Objective**

This role reports to the Cruise Ambassador and is responsible for managing cruise accounts/relationships, throughout all the ports of Australia, ensuring meticulous pre-season planning and smooth delivery of the operation.

**Key Responsibilities**

* Provide high quality ground services for cruise ships visiting Australia working with the set processes and procedures in the cruise division.
* Manage Cruise Accounts & assume responsibility for handling all operational questions/issues related to shore excursions.
* Ensure the successful and profitable management of cruise calls with timely reporting to the finance team as per the company guidelines and processes.
* Work with the local remote teams and travel extensively to ports around Australia to operate ship calls and ensure the overall seamless delivery of the Cruise operational process
* Liaise with the on-board Shore Excursions Manager to ensure ground service quality in all ports
* Resolve problems on the ground which may occur reporting any QC issues in real time
* Develop and maintain strong relationships with all suppliers and clients.
* Accurately book and manage all services required for the successful operation of the tours within the budget set.
* Work closely with the Contracting Manager to ensure that all rates are contracted.
* Provide accurate confirmations, reconfirmation and tour documentation for all suppliers for ship calls including guides.
* Ensure that updates are sent to suppliers in a timely manner and manage booking process as per internal policy and guidelines.
* Finalise file details in company accounting software to ensure all financial details are recorded accurately within 24 hours of operating a port call.

**Other Responsibilities**

* Prepare shore excursion proposals for cruise lines as requested by the Cruise Manager for A&K/Akorn clients
* Ensure that all itineraries are unique, creative and complete with all relevant requirements
* Proof read and cross check tour descriptions and brochure copies as required
* Assist the Accounts Department with invoice queries
* Enter financial data into Travel Studio in a timely and accurate manner
* Attend functions outside of work hours when required
* Assist in other areas of the business if and when required
* Adhoc tasks as required by management

# Selection Criteria

**Knowledge & Experience**

* Minimum 4+ years work experience in the Cruise Industry
* In depth knowledge of the Australian Inbound Cruise industry
* Excellent product knowledge of ports of Australia
* Previous account management experience would be an advantage

**Computer Skills Required**

* Proficient in Microsoft Office (Word, Excel, Power Point & Outlook)
* Experience using an in-house travel or reservations system (Travel Studio preferred)

**Skills & Aptitude**

* High attention to detail
* The ability to face challenges head on and a ‘can do and hands on’ attitude
* Commitment to the highest level of customer service
* Team player with an enthusiastic approach to the job
* Excellent time management skills and flexible working attitude
* Ability to work alone and unsupervised
* Mature outlook and ability to stay calm under pressure.
* Excellent communication skills both written and verbal
* Good initiative and ability to handle challenging situations quickly and effectively

**Other Information**

* Must be prepared to travel extensively and for extended periods throughout Australia
* Due to the nature of the cruise industry and the operational requirements of this role, a flexible approach to work hours is required with frequent work on weekends and public holidays.
* Must have own mode of transport

**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.