



TITLE : DMC Administrator
LOCATION : &Beyond Bateleur House, Johannesburg, South Africa
CONTACT PERSON : Claudette Grundling - claudette.grundling@andbeyond.com

&Beyond is built, almost entirely, on the strength of remarkable people who give passionately to their roles, work tirelessly, have the guest experience at the core of their focus daily and care of the sustainability of our communities and environment. Every single ‘&Beyonder’ makes a huge difference to our success and our contribution to the world, regardless of their role or function. For this reason we choose ‘&Beyonders’ very carefully - they are the strength and the future of this company.

KEY OUTPUTS:

- Constant, consistent and clear communication daily with reservations team
- Constant interaction with the reservations team and suppliers
- Constant interaction with agents when required
- Handling agent educational bookings when required
- Assisting consultants with capturing information in the bookings from GIS
- Assisting management with capturing month end reports
- Assisting management with pulling reports to ensure process in team is followed and in order
- Assisting the reservation team with daily reports
- Receipting bookings when payment received
- Assist in creating WETU itineraries
- Checking availability for the reservations team
- Assist with making provisional bookings with 3rd party suppliers
- Assist with invitation letters
- Assisting the reservations team with quotes and loading booking in TourPlan
- Preparing commission and refunds to be submitted to management for authorisation
- Upholding the values of &Beyond ... care of the people, care of land and care of the wildlife

KNOWLEDGE REQUIRED:

- Computer literate with at least a basic working knowledge of word and excel
- Some understanding of a reservations environment is advantageous
- Knowledge of Tourplan advantageous or any other reservations system

SKILLS REQUIRED:

- Good understanding of product knowledge, third party and andBeyond Product destinations
- Understanding of travel industry channels
- Excellent computer skills including:
 - Tourplan advantageous
 - ESS is essential

- MS Office applications such as Word, Excel, PowerPoint and Outlook
- WETU
- Other related systems such as the Web Reporting Portal
- Understanding of quantitative and qualitative data analysis and being able to make decisions based on these analyses
- Understanding and knowledge of the different markets in which andBeyond operates in
- Relevant understanding of Business to create and formulate a strategy and make commercial decisions
- Sales process and methodologies
- Sales and Brand representation
- Problem-solving skills
- Experiential Creativity (Crafting Experiences)
- Guest/Client Delight

Personal growth

- Excellent communication skills (E.g. verbal, written, reporting and body language)
- Time management
- Teamwork and interpersonal skills
- Conflict management and resolution
- Attention to detail
- Administration and organization skills
- P-drive Navigation
- Paperless filing
- Paper filing
- Printing and binding of documentation
- Database filing and management
- Speed Reading and Typing

PERSONAL CHARACTERISTICS:

- Sense of urgency and adherence to deadlines
- Passionate about guest delight
- Diligence and self-motivation
- Attention to detail

EXPERIENCE REQUIRED:

- 1- 2 years administration experience

The successful candidate should have an enquiring mind, be methodical, pay attention to detail, be creative, show perseverance and patience, ability to work under pressure, ability to accept routine and mundane tasks, have high energy level, be flexible, have the ability to overcome obstacles and persist with the task at hand, be decisive and adaptable.

We reserve the right to not make an appointment.