



TITLE : Travel Specialist - Inbound
LOCATION : &Beyond Bateleur House
CONTACT PERSON : recruitment@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.

We are looking for a dynamic, enthusiastic, service driven team player to join the Inbound Sales team.

KEY OUTPUTS:

- Interaction with agents, telephonically ‡ via email
- Planning and designing itineraries for agents
- Handling reservation requests from either e-mail, telephone or fax
- Processing of reservations from quote to finalising, including reservations, invoicing, collecting of payment and travel documents
- Professional servicing of our agents
- Selling of our products and services
- Interaction with colleagues, agents and suppliers
- Maximum 2 working hours turnaround time on all enquiries from time of receiving the enquiry
- Saturday duty on a rotation basis
- Public Holiday duty on a rotation basis
- Backup for colleagues when they are away from the office
- Expanding product knowledge through attending training sessions

KNOWLEDGE REQUIRED:

- A good knowledge on any of the destinations that ‡Beyond promote within South, Southern and East Africa
- A good knowledge on FIT and Groups policies and procedures
- A good knowledge of ‡Beyond Safari Offers
- Working experience in tour operating and general reservations procedures
- Standard of your work must exceed the standard of the lodge
- Good organisational ability
- Lateral thinking ability
- Initiative

SKILLS REQUIRED:

- Communication skills and fluent in written and spoken English
- Organisational skills which include time management and prioritising of tasks which will require a person who likes dealing with detail
- Computer literate with experience with Word, Excel, PowerPoint and Outlook



- Web reporting portal
- Understanding of travel industry through study or work experience
- Market knowledge and how it operates
- Attention to detail
- Working in an orderly manner to ensure that files can be continued by other Consultants when necessary
- Working knowledge of Tourplan, WETU and GDM
- Understanding of quantitative and qualitative data
- Relevant understanding of the Business to create strategy and making commercial decisions
- Sales process and methodologies
- Sales and Brand representation
- Experiential creativity (crafting experiences)
- Guest/Client delight
- Teamwork and interpersonal skills
- Conflict management and resolution
- Speed reading and speed typing
- Paperless filing and Database filing and management
- Good organisational ability
- Initiative
- High energy levels needed
- Must be able to ADD VALUE
- Able to travel; flexibility in terms of working hours
- Self-driven; very responsible but fun; passionate about &Beyond
- Proactive, have a sense of urgency and be able to act quickly to resolve problems

PERSONAL CHARACTERISTICS:

- Good interpersonal skills
- Sense of urgency
- Passionate about guest delight
- Diligence and self-motivation to meet deadlines and keep on top of your job
- Willingness/ability to share information and teach and inspire others

PREVIOUS WORK EXPERIENCE REQUIRED:

- Minimum of 3 years previous tour consulting experience required

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, ability to overcome obstacles and persist with the task at hand, be decisive and adaptable.

We reserve the right not to make an appointment