

**TITLE** : Travel Specialist - Retail  
**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.

#### KEY OUTPUTS:

- Creative planning and designing of itineraries
- Managing the reservations process for bookings in a manner which ensures guest budget is achieved
- Handling of bookings from quote to finalising, invoicing and travel documents
- Consistent and clear communication with agents, sales teams, preferred supplier partners and colleagues
- Emergency duty will be on a rotational basis as per the Retail Emergency BOP
- Working hours early and late shift on a weekly rotational basis
- Calm and professional manner of servicing agents and guests
- Proactive selling of our products and services ensuring the best possible safari for the guests
- An independent, curious and “can do it” nature
- Upholding the values of &Beyond ... Care of the people, Care of land and Care of the wildlife

#### KNOWLEDGE REQUIRED:

- A passion for delivering service excellence
- An in-depth knowledge of Tourplan advantageous
- A good knowledge of South Africa, Southern and East Africa preferable
- A willingness and aptitude to learn

#### SKILLS REQUIRED:

- Good understanding of terms and conditions, 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
- 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 • Problem-solving skills
- Experiential Creativity (Crafting Experiences)
- Guest/Client Delight

#### 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

#### 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
- Speed Reading and Typing

#### PREVIOUS WORK EXPERIENCE REQUIRED:

- Minimum of 3 - 5 years previous inbound 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, 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***