



WILDERNESS

Make a difference to conservation and community empowerment through high-end, impactful tourism.

Proudly established in Botswana four decades ago, Wilderness is dedicated to increasing the world's wilderness, together.

we are hiring

TRAVEL DESIGNER

Purpose of position:

To generate and grow sales whilst maintaining required GP%, great agent relationships and high-level customer service by offering world-class itineraries to exceed agent & guests' expectations.

To secure, cost and present product to the agent/guest accurately, efficiently, timeously by creating inspirational luxury travel. Have an excellent knowledge and good geographical understanding of all Southern and East African destinations as well as day-to-day regional logistics.

Key Responsibilities:

1. Develop relationships with Agents

- Liaise with the Reservations Manager on sales potential and any development on the agent relationship for all bookings.
- Communicate continuously with agents and delivering service excellence at all times to agents.

2. General

- Keep updated with all Wilderness Safaris (WS) and 3rd party product (AP), as well as technology updates.
- Attend all WS and AP training on a weekly basis, this knowledge facilitates exceeding expectations and accuracy in the booking process

3. Quoting bookings – Design, develop and plan guests' journeys

- Quote accurately and timeously keeping in mind our strategic and preferred AP and upsell where possible to benefit both WS and the agent.
- Understand the agents/guests needs in each quote, if email doesn't help clarify then call the agent. Design itineraries around company guidelines and product knowledge e.g. area, variety, product status and service consistency in accommodation standard, distances travelled and time saving aspects.
- Measure sales and GP% per agent and identifying variations and maintaining good GP's per booking

4. Confirmed Bookings in accordance with company procedures

- Once an agent confirms their booking in writing, advise the operations specialist to confirm all services required and to cancel those services not needed.
- Ensure to flag all VIP guests to the relevant managers & sales team.
- For special needs/high risk guests, follow the customer care protocol to ensure the guests are safe to travel in the planned journey.

Minimum Requirements:

- Tertiary certificate in Travel & Tourism/hospitality.
- 2-3 years' experience at an Intermediate level in travel designing.
- Personal or educational regional and international travel experience advantageous.
- Excellent attention to detail.
- Working knowledge of TourPlan and WISH or similar booking/operating system. General product knowledge on Southern & East Africa.
- Working knowledge of the Wilderness Window platform will be highly advantageous.
- Excellent communication skills both written and oral, in English.
- Foreign language skills advantageous

Competencies:

- Outstanding communication skills.
- Service excellence (Desire to enhance Guest Experience).
- Ability to work under pressure without compromising accuracy
- Problem solving.
- Self-starter with high energy levels.
- Excellent administrator and professional in all dealings.
- Dedicated to customer satisfaction and desire to "go the extra mile". Organizational Skills.

Only candidates who meet the above requirements need to apply by following the link below:

<https://wilderness.simplify.hr/vacancy/3mwy3>

PLEASE NOTE THAT ONLY SHORTLISTED CANDIDATES WILL BE COMMUNICATED WITH.

Closing date: 17th May 2024