



TITLE : Direct Travel Specialist
LOCATION : &Beyond Bateleur House
CONTACT PERSONS : 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 creative, independent, dynamic, enthusiastic, service driven team player to join the &Beyond Team in JHB. The successful candidate will report to Sipho Sitebe - Reservations Manager.

KEY OUTPUTS:

- Calm and professional interaction with both suppliers and travel planners, telephonically & via email
- Creative and out of the box planning and designing of itineraries
- Handling reservation requests either email or telephonic
- Processing of reservations from quote to finalising, including reservations, invoicing and travel documents
- Professional servicing of our dynamic direct guests
- Proactive selling of our products and services ensuring the best possible safari for the guest
- Saturday duty and cell phone duty on a rotation basis
- Public holiday duty and cell phone duty on a rotation basis
- Working hours - shift work required (07:00 - 15:30 & 09:30 - 18:00) on rotation basis
- Backup for colleagues when they are away from the office
- Expanding product knowledge through attending training sessions
- An independent, curious and “can do it” nature
- Upholding the cornerstones of &Beyond ... Care of the people, Care of land, Care of the wildlife

KNOWLEDGE REQUIRED:

- A good knowledge on any of the destinations that &Beyond promote - Tanzania, Kenya, Zanzibar, Zambia, South Africa, Botswana, Zimbabwe, Namibia, Mozambique, Rwanda, Uganda, Seychelles
- A good knowledge on FIT and Groups policies and procedures
- A good knowledge of &Beyond Safari Offers
- Communication skills and a good command of the English language
- Tourplan reservations system, added advantage



SKILLS REQUIRED:

- Time & desk management
- Computer aptitude
- Understanding of travel industry
- Attention to detail
- Elaborating in writing explanations or descriptions
- Exceptionally customer focused
- Creativeness, flexibility, high energy and patience
- An independent, curious and “can do it” nature
- A good knowledge on any of the destinations that &Beyond promote - Tanzania, Kenya, Zanzibar, Zambia, South Africa, Botswana, Zimbabwe, Namibia, Mozambique, Rwanda, Uganda, Seychelles
- Tourplan reservations system
- Creativeness, flexibility, high energy and patience
- Must have at least 4 years reservation experience preferably in a tour operating environment, no hotel, car rental reservations

EXPERIENCE REQUIRED:

- Must have at least 4 years reservations experience preferably in a tour operating environment

We reserve the right not to make an appointment.