



JOB DESCRIPTION

Destination Specialist

Job Purpose:

To successfully quote profitable tour products for existing as well as new clients.

Key Responsibilities:

Sales

- Secure business and effectively cost products
- Understand the market and margin control
- Build up and maintain agent and supplier relationships
- Source new products
- Develop own sales strategy to secure more business through existing and new agents
- Work closely with the team to achieve goals

Operations

- Quote and design successful creative itineraries and proposals for all market related ADHOC groups, Tour Series and FIT requests
- Capture and confirm bookings in Tourplan
- Negotiate with suppliers for better rates, cancellation policies and FOC's
- Find new suppliers that offer a good service and better rates
- Follow up on quotes that have been sent out
- Successfully run groups, tour series, and FIT booking
- Compile welcome pack documents
- Create co-pilots according to itineraries
- Handling the 24hour emergency phone
- Prepare guide documentation and brief guide before travel date
- Work closely with tour guides whilst on tour

Financial

- Instruct debtors to raise invoices
- Reconcile supplier invoices for processing
- Assist debtor's clerk with invoicing / collection queries.
- Reconcile tour guide expense sheets on completion of tours and check guide salary invoices.

Additional responsibilities:

- Participate in supplier training and workshops
- Reduce the transaction turnaround time
- Demonstrate good communication skills and customer care
- Stay current on events and changes of suppliers and products.
- Travel on educationals and familiarizations trips

Sundry Areas:

It is expected of all employees to perform not only the tasks mentioned in the job description, but also directly allocated or extraordinary tasks that could arise.