



## JOB DESCRIPTION

# Destination and MICE Specialist

### **Job Purpose:**

To successfully quote profitable itineraries, manage and execute all meetings, incentives and events 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 / 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 MICE and Cruise Ship 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 manage MICE / Cruise Ship bookings.
- Hiring of additional staff for events (e.g. to man a hospitality desk) upon approval of your superior.
- Onsite management of actual events including meet & greet, check-in, function management, conference coordination, transport facilitation, etc.
- Travel nationally / regionally if required
- Handling the 24 hour emergency phone.
- Prepare guide documentation and brief guide/freelance staff before travel date.
- Work closely with tour guides whilst on tour.

#### Financial

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

### **Additional Responsibilities:**

- Participate in supplier training and workshops.
- Maintain good product knowledge of hotels, convention venues and services and maintain close working relationships with the relevant personnel
- Stay current on events and changes of suppliers / product.
- Reduce the transaction turnaround time.
- Produce the quality of service expected from Private Safaris.
- Demonstrate good communication skills and customer care.
- Constantly promote a positive image of the company internally and externally.
- Assist the Reservations Manager in his / her absence with checking quotations.
- Travel on educational and familiarisation 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.