

Senior Travel Consultant

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Company: Recruitment Matters

Location: Lusaka

Category: other-general

Overview

Our client in the Travel and Tourism industry is looking for an energised & enthusiastic Senior Travel Consultant to join their team; **Duties and responsibilities include but are not subject to;**

Senior Travel Consultant assisting with flight & land arrangements, packages etc

Processing the booking via Travelport and suppliers

Understanding of STO rates and terms and conditions of various suppliers, lodges, hotels / hotel groups includes requesting & updating rates.

Organise travels from beginning to end (hotels, guest houses, game lodges, transfers, car hire and excursions).

Selling a combination of Outbound, Domestic, Leisure and Corporate.

Self-research various destinations and means of travel regarding prices & reviews.

Daily reports

Administration functions (invoicing / collecting deposits & balance payment / paying suppliers / reconfirming bookings / processing refunds).

Handle unforeseen problems and complaints and determine eligibility for money returns.

After-hours assistance for emergencies only (stand-by phone on rotation)

Key Skills;

Must able to handle all domestic, regional and International bookings.

Understanding Visa requirements

Competent in re-issues, VMPD, EMD

Ability to work under pressure and excellent communication skills in English

Experience and in-depth knowledge with regards to fares and ticketing

Galileo Essential

Strong organizational skills and the ability to work under pressure

Beginners, intermediate and advanced fares course

Ticket reissue course

Ticketing course

Do business with charm and savvy

Sound geographical knowledge

Travel experience (either personal or professional)

Outgoing and approachable with excellent customer service skills

Excellent verbal and written communication skills

Passionate about travel and people

Fully computer literate (this will be tested on interviews)

Attention to detail

Ability to excel under pressure

Excellent organizational skills

Strong sales focus

Team player

Key Qualifications;

Diploma in Hospitality, Travel, Tourism, Business or relevant field (preferred)

IATA Training

Travelport Galileo certification

Must have a minimum of 5 years consulting experience in either wholesale/retail.

Candidate must be client-focused - excellent customer service skills are essential.

Proven success rate at achieving & exceeding sales targets.

Candidates with personal travel experience will be preferred

Well versed in various areas of travel (domestic/international, corporate/leisure/group/individual etc)

Full knowledge of using Microsoft programs including Excel, Word, PowerPoint and PDF Creator

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