



TRAVEL PRODUCT SPECIALIST

Location: Mornington, Victoria (Australia)
Industry: Leisure, Travel & Tourism
Job type: Full time (40 hours per week, Monday to Friday)
Reports to: Sales Manager
Start date: November 2018

ABOUT THE COMPANY

RAW Travel passionately believes a walking trip offers unique experiences and opportunities that vehicle-bound travel can't. Travelling on foot means you slow down and really see the world around you. Walking is a great detox to the stresses of modern life. Life on the trail is an enriching experience that energises, stimulates and excites the senses but allows you to escape daily routines. It offers opportunities to share experiences with new friends, connect more deeply with one another and the local people, and immerse yourself in different cultures. Exploring regions on foot is also very eco-friendly, not to mention what it does for your health and fitness.

RAW Travel concentrates on a small selection of the world's most iconic walking trips, only choosing those destinations that we feel can offer unique experiences for our clients. Though it's an intentionally small list we've got walks for complete beginners right through to demanding treks that will satisfy and thrill even veteran adventurers.

ABOUT THE ROLE

In this exciting and fulfilling role you will be working within the dynamic adventure travel industry, inspiring new and existing clients to take journeys with RAW Travel.

Our Travel Product Specialists sell and manage our self-guided and guided trips in the following regions:

- Camino: Spain, Portugal & France
- Coast to Coast, UK
- Great Ocean Walk, Australia
- Japan: Kumano Kodo & Nakasendo Way
- European Alps: Mont Blanc, Italian Dolomites & Swiss Alps
- Nepal & Upper Mustang



At RAW Travel we believe in providing excellent service and insights that enrich our clients' experiences, which is why we have Travel Product Specialists. They are the catalyst for our success: key client relationship developers, itinerary planner wizards, travellers, problem solvers and company culture enthusiasts!

You will be responsible for supporting all aspects of customer service, sales and operational expertise. Your focus will be on providing outstanding customer service, booking and selling trips, liaising with suppliers and leaders on the ground, preparing trip documentation, and working alongside our marketing team to promote your trips.

THE IDEAL CANDIDATE

You will have an adventure travel spirit, and a passion for the outdoors, particularly walking trips. You are vibrant, enthusiastic and eager to make your mark. You are passionate about leadership, client relationships and driving and exceeding sales targets. You pride yourself on being able to offer customer service and leadership excellence and you possess an innate ability to react fast.

You build rapport effectively, have strong attention to detail, and are an effective administrator who can work to deadlines and prioritise tasks effectively. As a team player who enjoys working in a fast-paced positive environment, you will be a role model in all aspects of RAW Travel's values.

DESIRED ABILITIES & EXPERIENCE

- Previous experience working in a similar role with a tour operator.
- Destination product knowledge preferred (personal or professional).
- Exceptional communication (written and verbal).
- Proven ability to assist clients with all aspects of their enquiry/booking.
- Sound sales, customer service and travel industry experience.
- Proven ability to meet and exceed sales targets.
- Experience with client reservation systems.
- Experience with telephone and web-based sales and customer service.
- Previous experience and knowledge of trip operations, preferably walking tours.
- Ability to coordinate with clients and suppliers in a professional and courteous manner.
- Excellent organisational, attention to detail and time management skills.
- Leadership experience, with a knack for identifying and implementing solutions.
- Collaborative work style with excellent interpersonal skills and clear communication.
- Proactive, forward thinking and solutions orientated.
- Experienced and passionate adventure traveller.



PRIMARY ACCOUNTABILITIES

- Meet and exceed monthly and annual sales and passenger targets.
- Service all queries from enquiry through to quote and booking, ensuring RAW Travel best practices and processes are followed.
- Meet all booking process requirements: make necessary reservations, chase confirmations, ensure trips are paid in full 8 weeks prior to trip departure.
- Prepare and dispatch documents, confirmation emails and pre-departure packs.
- Produce high quality and informative trip itineraries.
- Deliver exceptional customer service, responding to clients promptly and efficiently.
- Develop and maintain information for clients: track notes, client documentation, blog posts, etc.
- Develop methods to improve productivity and work efficiencies.

GENERAL ACCOUNTABILITIES

- Provide customer support; plan, prepare and price tailor-made itineraries.
- Ensure client trips surpass expectations.
- Ensure all clients have consistent excellent service from the very start of their contact with RAW Travel to their post-travel conversations.
- Assist with documentation and operational support when required.
- Maintain high productivity and proactively manage supplier and client relationships.
- Adhere to RAW Travel's company safety and responsible travel policies.
- Assist with the administration of contracts and supplier service agreements when required.
- Evaluate client documentation to ensure accuracy, consistency and best standards.
- Conduct client follow-up from post-talks database.
- Evaluate and monitor trip feedback ensuring clients are acknowledged.
- Assist with trip profitability, ensuring trips run to budget while communicating opportunities to reduce costs to the relevant team members.
- Proactively recommend and implement quality enhancements to sales and operational processes.
- Report poor product or supplier performance to the relevant managers.
- Coordinate trip amendments and cancellations according to company policy.
- Travel to RAW Travel destinations.
- Attend functions outside office hours: talks, research trips, development weekends.



WHAT YOU'LL GET IN RETURN

RAW Travel is a great place to work, with an engaged group of staff, excellent work environment and regular opportunities for travel. We have high expectations of our team, and in return we want our staff to be adventurous, active, authentic and fun. We give you ample opportunity for training and development both internal and externally.

You will receive a competitive base salary, with the potential to earn a performance-related bonus, along with great industry perks, and a flexible, casual workplace.

If you have what it takes and want to join a thriving and innovative company that is passionate about adventure travel, then we want to hear from you!