

## Flights, City breaks and Travel Insurance Specialist

<b>Location:</b>	Mornington, Victoria
<b>Industry:</b>	Leisure, Travel and Tourism
<b>Employment Type:</b>	Part-time upto 25 hours (5 days a week)
<b>Reports to:</b>	Sales Manager and Operations Manager

### About the company

RAW Travel is a boutique tour operator on Victoria's Mornington Peninsula that specialises in iconic walking adventures. We operate all our own trips and offer authentic travel experiences backed by 20 years' experience as an operator of walking trips and active adventures.

We don't try and run trips everywhere but prefer to offer real expertise and useful advice on the ones we do. All our Destination Experts are passionate, well-travelled walkers. They deliver a level of advice and experience that comes from being 100% focused on our chosen walks, rather than hundreds of different trips, as is often the case with bigger companies.

RAW Travel has remained a family owned venture and travelling with us has always been about experiencing the world and local people with authentic walking adventures. We passionately believe that walking trips offers unique experiences and opportunities for authentic travel and personal challenge.

Providing a personal, friendly service is core to our success. We genuinely love our travellers and the fulfilment of their travel dreams is our passion. It is vital that any prospective team members share our values and commit to the mission of providing outstanding customer service.

### Our team

- Founder/Owner: Dave & Melinda Reynolds
- Australian office: 20 staff (destination experts, operations, marketing, finance)
- Overseas staff: 15+ guides, leaders, drivers

### Our values

- Authenticity
- Adventure & Freedom
- Exceptional Service
- Integrity & Honesty
- Inspiration
- Optimism
- Challenge & Achievement
- Sense of Community

### Our charter

- Put customers first
- Exude passion and expert knowledge
- Innovate and inspire
- Take ownership
- Foster teamwork
- Go above and beyond
- Make it fun

### About the role

In this exciting and dynamic role you will be responding to flight, travel insurance and city break enquiries from RAW Travel's new and existing clients booked on our walking trips. You will work closely with our Travel Product Specialists to support clients' requests. You will be responsible for growing RAW Travel's business within the flights

account portfolio with a key focus on delivering outstanding and timely customer service. You will also have a hand in developing our new range of city break packages in key destinations in Europe and Japan.

The key to your success will be your ability to apply your travel and customer service passion to drive business while nurturing our valued existing clients. You are expected to meet/exceed annual budgeted sales targets, while considering ways to improve profitability.

You will be working from our offices located in the heart of Mornington's vibrant main street surrounded by cafes, shops and the beach a short stroll away. You will work alongside the larger RAW travel team in a fun, informal and supportive environment.

### **The ideal candidate**

You will have an adventure travel spirit, and a passion for the outdoors, ideally walking trips. You are vibrant, enthusiastic and eager to make your mark. You are passionate about client relationships and delivering excellent service. You also enjoy the challenge of achieving and exceeding sales targets. You pride yourself on being able to offer customer service and are happy working as a part of a team in a fast-paced, informal environment

You are able to build rapport easily with clients, have strong attention to detail, are an effective salesperson who can manage their own workload. You enjoy working in travel and feel aligned with RAW Travel's values.

### **Desired abilities and experience**

- 2 years' travel industry sales experience in a similar flights consultant role
- Experience with Business Class Flights desirable
- Experience using Galileo, Excite, Rail Plus, Air Tickets, Covermore systems
- Fluency in English
- Destination and product knowledge relevant to RAW Travel trips - mainly Europe
- Experience in organising city break experiences for clients
- Strong sales skills and commercial awareness
- Experience in researching and planning client holidays
- Outstanding customer service
- Excellent organisational skills and attention to detail
- Proven ability to meet and exceed sales targets
- Good standard of written and verbal communications skills
- Collaborative work style and excellent interpersonal skills
- Ability to work in a fast paced environment within a diverse team.
- Qualification in Travel & Tourism desirable

### **Primary accountabilities**

- Responding to client enquiries; aiming to meet and exceed their expectations within a timely manner
- Booking individual client flights with an emphasis on business class
- Advising on and booking our new range of city break packages
- Advising and booking on travel insurance for clients
- Managing client flight changes as necessary
- Quoting on client pre/post add-ons external to RAW Travel standard destination itineraries
- Liaising with third party suppliers
- Preparation and postage of client documentation
- Meeting and exceeding sales targets
- Responsible and motivated for the continued growth of the Flights Specialist position within the organisation
- Follow-up client enquiries within 24 to 48 hours of the time an enquiry is received
- Achieve a consistent high conversion rate on all flight and insurance enquiries
- Update our CRM Insightly with client notes regarding booking to ensure the sales team can support client conversations as required
- Manage your own client database to meet and exceed sales targets

### **Secondary accountabilities**

- Attend regular sales meetings to discuss pre/post opportunities for clients
- Arranging staff flights and insurance for work related trips

- Assist in other areas of the business if required
- Meet and exceed the pre-trip feedback score of 4+ consistently
- Provide accurate client invoicing via Xero to all clients
- Design and upsell additional travel packages
- Schedule face-to-face meetings as requested by clients
- Liaise with Accounts to ensure all clients have paid prior to sending any RAW Travel documentation
- Contribute to RAW Travel newsletter content
- Contribute to Insights as required
- Review and analyse client demands, performance, trends
- Support with yearly competitor analysis if required
- Support with RAW Travel information talks, training weekends, product training sessions, etc

## **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 will give you the opportunity for training and development both internal and externally.

RAW travel is a starting a process of becoming a certified Benefit Corporation ('B Corp') and this will offer opportunities for above the norm staff perks, benefits and contribution to our community, environment and our travellers.

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

If you have what it takes and want to join a thriving and innovative company who are passionate about adventure travel and delivering great customer service, then we want to hear from you!

Please send applications - CV and cover letter to: [mel@rawtravel.com](mailto:mel@rawtravel.com)

We thank all interested candidates for your interest, however, only those chosen for an interview will be contacted.