



TRAVEL PRODUCT SPECIALIST (SALES)

Location: Mornington, Victoria (Australia)
Industry: Leisure, Travel & Tourism
Job type: Full time (38 hours per week, Monday to Friday)
Product Area: Camino Portuguese and Camino de Santiago
Reports to: Sales Manager
Start date: October 2023

ABOUT THE COMPANY

*'OUR PURPOSE IS TO INSPIRE AND CREATE TRANSFORMATIVE JOURNEYS
THAT POSITIVELY BENEFIT BOTH PEOPLE AND THE PLANET'.*

RAW Travel is a specialist Australian tour operator offering iconic walks worldwide. Since 2002 we have blazed new trails in the pursuit of authentic, rewarding and life-affirming travel experiences.

By providing excellent customer service and insights, we enrich people's lives and empower them to realise their travel dreams – taking on the challenge of completing some of the world's most iconic walks, while benefiting the places and people they visit. Each traveller we inspire to complete one of the world's most iconic walks has a compelling tale to tell.

We have an experienced, dedicated passionate team predominantly based on the Mornington Peninsula, and expert guides and support staff on the ground in Europe, Japan and Australia. Our staff have many things in common, including a passion for walking, a love of adventure travel in beautiful and historic locations, and the ability to go above and beyond to make our clients' travel dreams become a reality.

RAW Travel is a Certified Benefit Corporation. B Corps are a new kind of business that balance purpose and profit. They are committed to modelling ethical and progressive approaches to business. We take into consideration our impacts on the environment and the local communities we visit when planning our trips and how we can contribute back.

Our team is currently working in a hybrid office / work from home environment.

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:

- Kumano Kodo and Nakasendo Way, Japan
- Camino: Spain, Portugal and France
- Via Francigena, Italy
- Coast to Coast and Cornwall Walks, UK
- Mont Blanc, Italian Dolomites and Slovenia (Europe)
- Australia

You will be responsible for supporting all aspects of customer service, sales and operational expertise. Your focus will be on providing outstanding customer service, excellent product knowledge, 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.

Travel Product Specialists are the catalyst for our success: key client relationship developers, itinerary planner wizards, travellers, problem solvers and company culture enthusiasts!

OUR VALUES

- Authenticity
- Adventure & Freedom
- Exceptional Service
- Integrity
- Inspiration & Optimism
- Challenge & Achievement
- Sense of Community
- Positive Environmental & Social Impact

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

- Sound sales, customer service and travel industry experience.
- Destination product knowledge preferred (personal or professional).
- Exceptional communication (written and verbal) to our clients.
- Proven ability to assist clients with all aspects of their enquiry/booking.
- Proven ability to meet and exceed sales targets.
- Experience with client reservation systems.
- Experience with telephone and web-based sales.
- Previous experience and understanding of trip operations, preferably walking tours.
- Ability to coordinate with clients and suppliers in a professional and courteous manner.
- Excellent organisational and time management skills, and attention to detail.
- 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.
- You share our commitment to running low impact trips that benefit people and planet
- Experienced and passionate adventure traveller with a strong hiking background.

PRIMARY ACCOUNTABILITIES

- Meet and exceed monthly and annual sales and targets.
- Service all queries from enquiry through to quote and booking, ensuring RAW Travel best practices and processes are followed.
- Produce high quality and informative trip itineraries.
- Deliver exceptional customer service, responding to clients promptly and efficiently.
- Meet all booking process requirements: make necessary reservation requests, communicate confirmation details with clients, ensure trips are paid in full 8 weeks prior to trip departure.
- Thoroughly prepare and check pre-departure information and ensure this is dispatched within a suitable timeframe.
- Work closely with the operations / Camino team to develop and maintain information for clients, including track notes, email/communication templates, client documentation, blog posts.
- Develop methods to improve productivity and work efficiencies.
- Respond to all client feedback.



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 as 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 for feedback provided.
- 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.
- Attend functions outside office hours: talks, research trips, development weekends.
- Travel to RAW Travel destinations.

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 based salary, with the potential to earn a performance-related bonus, along with great industry perks, and a flexible, casual workplace and the opportunity to experience our destinations first hand.

HOW TO APPLY

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! Please send your cover letter and CV to: recruitment@rawtravel.com