

## TRAVEL PRODUCT SPECIALIST (SALES)

<b>Location:</b>	Mornington, Victoria (Australia)
<b>Industry:</b>	Leisure, Travel & Tourism
<b>Job type:</b>	Full-time (38 hours per week, Monday to Friday)
<b>Product areas:</b>	Japan (1 FT role) Camino (1 FT role)
<b>Reports to:</b>	Sales Manager

### ABOUT THE COMPANY

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

RAW Travel is a boutique tour operator on Victoria's Mornington Peninsula that specialises in iconic walking adventures worldwide. We aspire to be one of the world's most inspiring and innovative walking companies and were the first hiking company globally to achieve the prestigious B-Corp accreditation.

RAW Travel is an exciting company to work for and is built on a real passion for active travel and what it delivers for our clients. We are innovators and have a very loyal client base, built on many years of providing great service. We are an established business with more than 20 years of experience but we don't try and run trips everywhere – we prefer to offer real expertise and useful advice on the ones we do.

All our Travel Product Specialists 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.

RAW Travel has remained a personal and bespoke service and travelling with us has always been about experiencing the world and local people with authentic walking adventures. We passionately believe that walking trips offer unique experiences to travel sustainably with opportunities for authentic travel and personal challenges. Our purpose is to inspire and create transformative journeys that can benefit both people and the planet.

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. Any prospective team members must share our values and commit to the mission of providing outstanding customer service while upholding our ethos of being an ethical and responsible business.

## 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:

- Japan – Kumano Kodo, Nakasendo Way, Michinoku Coastal Trail
- Camino – Spain, Portugal and France
- Via Francigena, Italy
- UK: Coast to Coast Path, South West Coast Path, Cotswold Way, Scotland
- Mont Blanc, Italian Dolomites, Slovenia and Switzerland (Europe)
- Australia & New Zealand

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 communicate professionally and courteously with clients and suppliers.
- 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 the 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 Team to develop and maintain information for clients, including app 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 consistently 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 or other targeted marketing.
- 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, an excellent work environment and travel opportunities. We have high expectations of our team and we want our staff to be adventurous, active, authentic and fun-loving. We will give you the opportunity for training and development both internally and externally. RAW Travel is a certified Benefit corporation ('B Corp'). This offers opportunities for above-the-norm staff perks and abilities for remote working, benefits and contribution to our community, environment and travellers.

You will receive a competitive base salary based on experience, with travel perks, a hybrid flexible workplace, 2 paid volunteer days and 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!

## HOW TO APPLY

Please send your cover letter and CV to [recruitment@rawtravel.com](mailto:recruitment@rawtravel.com)

We thank all interested candidates for their interest. Only those chosen for an interview will be contacted.