

## JOB DESCRIPTION

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Job Title: Travel Designer  
Reports To: Reservations & Revenue Manager

Location: Cape Town, South Africa  
Idea Start Date: 1 September 2024  
Contract Type: Permanent

### Time + Tide | Who We Are

We are guides and guardians of some of the most remote places on Earth, with a family of luxury properties in Zambia and Madagascar. Across land and sea, we have a legacy in responsible tourism and offer modern-day explorers the luxury of space and the chance to feel fully alive. Our team take extraordinary care in sharing our deep appreciation for the land, wildlife and culture.

### Travel Designer | About the Role

The Travel Designer will act as an expert reservation's consultant for Domestic and International Source Markets. The role involves creating customised, high-end travel experiences while ensuring exceptional service from start to finish.

### Key Responsibilities and Duties:

#### Travel Design

- Develop an in-depth understanding of guests' needs, preferences, interests, and budgetary considerations.
- Research, design, craft, and curate high-end travel itineraries that reflect the unique preferences of individual guests.
- Create detailed itineraries using the Itinerary Builder tool.
- Constantly exceed guest expectations by delivering exceptional service and personalised travel itineraries that elevate the guests' experience.
- Ensure seamless and responsive client communication throughout the entire reservations process—from initial inquiry to post-travel—by addressing all requests promptly and professionally.
- Demonstrate expert knowledge of all Time + Tide destinations, and other locations as needed.
- Collaborate closely with Time + Tide teams, especially Operations, to ensure seamless execution of client itineraries.
- Respond to enquiries as a priority throughout the working day.
- Build and maintain strong relationships with key agents, including booking Agent Familiarisation Trips.
- Manage bookings for domestic and international flights and third-party services, ensuring all logistics are handled smoothly.
- Proactively report, follow up and provide feedback on individual provisional bookings and work to convert them into confirmed reservations.
- General administration responsibilities as required

## **Guest Retention**

- Stay informed of all current itineraries and be ready to address any issues that may arise during a guest's travels.
- Handle complaints swiftly and efficiently, escalating resolutions as needed to maintain guest satisfaction.
- Proactively follow up with guests during and after their travels to ensure a high level of satisfaction and to gather feedback for future improvements.

## **Financial**

- Ensure timely follow-up for invoice payments and accurate allocation of payments received.
- Actively work towards achieving revenue targets set for the role, contributing to the overall financial performance of the team.

## **Experience, Qualifications and Competencies:**

- Proficient with Microsoft Suite (Outlook, Excel, Word)
- Knowledge of Res Request, Safari Portal and HubSpot an advantage
- Genuine passion for luxury travel
- Excellent communication skills, written and verbal
- Proven track record of delivering with detail orientation and accuracy
- Motivated and determined to meet and exceed annual sales goals
- Demonstrated excellence in proactive customer service
- Strong negotiation skills
- Excellent planning and organizational skills
- Strong initiative and creativity
- Team player who shares ideas and learning with others
- Professional with a sense of fun
- Excellent ability to build and manage relationships with a wide variety of people and cultures
- Must be willing to work flexible hours according to business requirements

Please submit your application to our Head of People and Culture at [people@timeandtideafrica.com](mailto:people@timeandtideafrica.com) by 16 September 2024