

JOB DESCRIPTION

Job Title: Travel Designer
Reports To: Head of Reservations

Location: Cape Town, Southern Suburbs, South Africa
Ideal Start Date: Immediate
Contract Type: Permanent
Place of Work: Newlands, Cape Town coupled with a Hybrid working policy once probation is completed

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.
- Consistently 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.
- Generate itineraries and E-tickets, and cross reference flight details
- Reconfirm all services in writing with various suppliers to identify any errors that need to be addressed.
- Proactively report, follow up and provide feedback on individual provisional bookings and work to convert them into confirmed reservations using exceptional conversion skills.
- 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.

Functional Skills & Competencies

- Proficient with Microsoft Suite (Outlook, Excel, Word)
- Knowledge of Res Request, Safari Portal and HubSpot an advantage
- Customer and B2B relationship management
- Genuine passion for luxury travel
- Time and task management skills
- Highly precise, detail-focused, and exceptionally accurate
- Excellent administration skills
- Strong negotiation skills
- Interest and knowledge of Zambia, Madagascar and the surrounds
- Excellent communication skills, written and verbal
- Excellent planning and organisational skills
- Demonstrated excellence in proactive customer service
- Enquiry Management (qualifying)
- Highly adept at finding creative and effective solutions
- Seamless itinerary co-ordination focusing on guest experience
- Must be willing to work flexible hours according to business requirements
- Excellent ability to build and manage relationships with a wide variety of people and cultures

Experience & Qualifications:

- Minimum 2 years' experience selling travel/ similar role
- Advantageous: Tertiary Education

Benefits:

- Be part of a growing Company
- Hybrid Working Arrangement
- Opportunity to travel and experience Time + Tide properties
- Participation in quarterly performance bonus