

JOB DESCRIPTION

Job Title: Travel Administrator
Reports To: Reservations & Revenue Manager
Location: Cape Town, South Africa
Start Date: 1 October 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 Administrator | About the Role

The Travel Administrator will support all aspects of a guest's stay preparation. Liaising with both direct guests and trade partners, they will ensure that all details are accurately updated and communicated to the various Operations teams and third-party suppliers, while also collaborating closely with the Travel Designers. A strong attention to detail and the ability to bring structure to the team are essential for this role.

Key Responsibilities and Duties

Administrative and Operational Support:

- Assist in managing the travel inbox by distributing and handling inquiries as needed.
- Follow up on invoice payments and allocate received payments appropriately.
- Proactively reporting on provisional bookings
- Conduct regular checks on bookings across all Time + Tide properties, ensuring accuracy and resolving issues as needed.
- Check and assist in issuing flight tickets and arrange internal travel for senior management, including hotel accommodations, flights, and logistics.
- Ensure thorough communication between third party suppliers and Time +Tide when reconfirming services arranged on behalf of our guests.
- Manage payments that are due and actively follow up to ensure deadlines are met
- Generate and provide reports as required by the team or management.
- Provide ad hoc administrative assistance and support as required.

Guest Retention

- Ensure seamless and responsive client communication throughout by addressing all requests promptly and professionally.
- Conduct effective guest profiling to capture all necessary details.
- Build and maintain strong relationships with key agents, including organising all Agent Familiarisation/Hosted Educational trips.
- Work closely with all Time + Tide teams, most importantly Operations, to ensure a seamless travel experience for guests.
- Collate relevant booking information and work with Travel Designers to obtain necessary details to be relayed to Operations teams at each destination.
- Track repeat business and ensure accurate data entry in the system.

Travel Arrangements:

- Assist Travel Designers in developing an in-depth understanding of guests' needs, preferences, interests, and budgetary considerations.
- Demonstrate expert knowledge of all Time + Tide destinations, and other locations as needed.

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
- Impeccable attention to detail
- 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