

## JOB DESCRIPTION

---

Job Title: Junior Travel Designer  
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.

### Junior Travel Designer | About the Role

The Junior Travel Designer will assist in all preparation elements of a guests stay. They will ensure all details are updated and communicated to the various Operations teams as well as third party suppliers in addition to assisting with Travel Designer responsibilities.

### 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 report on and follow up on provisional bookings and work to convert them into confirmed reservations.
- 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.
- 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 the entire reservations process—from initial inquiry to post-travel—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 Design:**

- Assist Travel Designers in developing an in-depth understanding of guests' needs, preferences, interests, and budgetary considerations.
- Research, design, craft, and curate bespoke high-end travel itineraries tailored to the unique preferences of individual guests.
- Constantly exceed guest expectations by delivering exceptional service and personalised travel itineraries that elevate the guests' experience.
- Demonstrate expert knowledge of all Time + Tide destinations, and other locations as needed.
- Create detailed itineraries using the Itinerary Builder tool.
- Book domestic and international flights as well as third-party services as required for guests travelling.

### **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

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