



ABOUT ASILIA

Asilia Africa is one of East Africa's long-standing safari companies. Meaning 'genuine' or 'authentic' in Swahili, we've built a reputation for incredible safari experiences and our unwavering commitment to empowering both people and nature alike in the region. Founded in 2004, Asilia has a leading presence in the main safari destinations in Tanzania and Kenya as well as a driving role in several pioneering projects. Asilia's goal is to turn crucial and fragile natural habitats into lasting conservation economies, benefitting both the environment and local communities. At present, the company owns and operates 18 lodges and camps as well as a ground handling operation. Asilia is the first sustainable safari/lodge company in Africa to receive a 5-star rating for sustainability from GIIIRS, was recognized as one of the "Best Companies for the World" in 2013 and was awarded the 2014 Tourism for Tomorrow Business Award.

WHAT WE BELIEVE IN

We believe that world-class travel can go hand in hand with improving livelihoods and conservation of nature. Our luxury camps and lodges are in some of the most special places on earth. Places we want to safeguard for the future. We strive to transform whole areas, from crucial fragile natural habitats with often impoverished communities into lasting conservation economies; effectively protecting wildlife whilst providing opportunities for local people to prosper. Whichever department you work in, your efforts will be crucial in achieving our conservation goal.

POSITION:

Sales Operations
Consultant

LOCATION:

Cape Town,
South Africa

REPORTS TO:

Sales Manager

POSITION OVERVIEW

This position forms a key part of the Asilia Retail Team and is responsible for handling the operational aspects of sales with Asilia & 3rd party suppliers at all stages of the booking process. You will work closely alongside the East Africa Specialists throughout the sales process, requiring you to have excellent communication skills and be highly organized and able to multi-task.

RESPONSIBILITIES AND DUTIES

- Working closely alongside East Africa Specialists to manage some of the administrative and operational tasks of the sales process – from the quote stage through to client travel
- Checking availability at Asilia and 3rd party properties through various online platforms as well as email requests
- Compiling options for Africa Specialist to present in a quote based on client requirements, with the desire to present upsell opportunities or alternatives when the original request is not possible
- Provisionally holding options with 3rd party suppliers, amending as required during requote phases and ensuring timely release of options no longer in play
- Provisional holding of Asilia accommodation on inventory management system
- Confirmations of all services upon guest confirmation, checking for accuracy
- Checking invoices match costs in the quote system and flagging discrepancies to the East Africa Specialist
- Liaising with the Finance team to ensure efficient allocation of deposits to booking
- Pre-travel reconfirmations with all suppliers including checks on dietary requirements, rooming allocations are accurate as per client needs
- Updating systems with timings and booking references on behalf of the East Africa Specialist at the reconfirmation stage
- Preparation of final documents for final checks by East Africa Specialist
- Report any errors or issues to your line manager immediately upon discovery
- Provide proactive support to colleagues during peak or leave times
- Proactive approach towards your personal and departmental targets and working together with management to ensure we reach these targets
- Attending all training that is offered and proactively growing your knowledge of the company by researching our products (as well as that of 3rd party suppliers) and the countries in which we operate, therefore continuously improving and strengthening your knowledge of these destinations
- Taking a proactive and adaptable approach to learning in terms of sales skills, systems, processes and product knowledge

REQUIREMENTS AND QUALIFICATIONS

- Strong administration and organizational skills
- Meticulous attention to detail
- Excellent communication skills, a service delivery mindset and a strong customer service focus both internally with colleagues and externally with suppliers
- Must work well under pressure
- Excellent time management skills with the ability to multi-task and prioritize tasks
- Proactive mindset and can-do attitude
- Ability to work independently as well as within a broader team setup
- Good computer literacy including the use of inhouse sales systems



REQUIREMENTS AND QUALIFICATIONS - ADVANTAGEOUS

- Experience in, and knowledge of East Africa Safari sales advantageous (Kenya & Tanzania) – at least 3 years experience of East Africa, and 5 years experience in the safari industry
- Experience working in a sales team environment and/or operations background
- Strong sales & customer service skills (written & telephone)
- Knowledge of Business Sales Systems e.g., HubSpot, Bazaruto and ResRequest

REQUIRED WORK PRACTICES

- Across all interactions, promote the image of the sales team as a best in class externally with our clients and internally with key stakeholders
- As a key point of contact and the face of Asilia, upholding and contributing to the reputation of the company as a leading safari operator
- The Asilia values are company values that play an important role in how we define ourselves and set ourselves apart. We place a high value on living these values in everyday work practices. These values are genuine, honesty, quality, commitment, and care.
- When staff events happen within working hours it will be compulsory to attend

CONDITIONS AND WORKING HOURS

- You will be required to work in the Cape Town office from Monday – Friday. You are required to work 9 hours per day including an hour lunch break. The working hours are 08h00 to 17h00 with some flexibility.
- You will be required to be available after hours and on weekends (i.e., on standby occasionally) as and when needed. This includes checking online booking platforms for possible last-minute arrivals/bookings (on a rotational basis within the team).
- You will be required to work alternative South African public holidays, for which you may be compensated with time off in lieu
- Overtime may be required during peak periods, for which you may be compensated with time off in lieu.
- We operate a 24/7 emergency phone that rotates between consultants for which you take full responsibility according to a roster for 1 week at a time. Overtime may be required during peak periods.
- You will be required to travel for work from time to time



Asilia

GENUINE SAFARIS | GENUINE DIFFERENCE



SIGNED PLACE

DATE

FOR ASILIA

NAME

SIGNED PLACE

DATE

FOR EMPLOYEE

NAME