



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:

Agent Sales Service Co-ordinator

LOCATION:

Cape Town,
South Africa

REPORTS TO:

Agent Sales Manager

POSITION OVERVIEW

This position is responsible for handling the administrative aspects of agent sales with Asilia and 3rd party suppliers at all stages of the booking process. You will work closely alongside the Agent Sales Consultants, requiring excellent communication skills and being highly organized and able to multitask.

RESPONSIBILITIES AND DUTIES

- Working closely alongside the Agent Sales Consultant to manage some of the administrative and operational tasks of the sales process.
- Checking availability at Asilia and 3rd party properties through various platforms as well as securing space on a provisional basis as necessary
- Confirmation of all services upon agent's confirmation as per internal procedure
- Checking invoices to match costs in the quote system and flagging discrepancies to Agent Sales Consultant.
- Liaising with Finance Team to ensure efficient allocation of deposit to a booking
- Reconfirmation of bookings due to travel, including but not limited to checks on dietary requirements and rooming allocations
- Updating systems with timings and booking references on behalf of the Agent Sales Consultant at the reconfirmation stage
- Report any error or issue to your line manager immediately on discovery
- Respond to ad-hoc requests from agents
- Provide proactive support to colleagues in peak or leave times
- Proactive approach towards your personal and departmental objectives and working together with management to ensure we reach these targets
- Following and adhering to all procedures as set out in the operating manuals
- 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 country in which we operate.
- Taking a proactive and adaptable approach to learning in terms of sales skills, systems, processes, and product knowledge
- Use systems to their maximum potential and play an active role in helping to improve where possible
- Awareness of ways in which we can increase sales and play an active role in increasing the performance of the unit
- Encourage inter-department co-operation
- Any other duties as required including possible project work

REQUIREMENTS AND QUALIFICATIONS

- Excellent communication skills, a service delivery mindset, and a strong customer service focus both internally with colleagues and externally with suppliers
- Strong administration and organizational skills
- Meticulous attention to detail
- Proactive mindset and can-do attitude
- Ability to work independently as well as within a broader team setup
- Ability to work well under pressure
- Experience in delivering results in a performance-oriented and fast-paced sales environment



- Experience and a good understanding of the safari tourism environment
- Experience in and knowledge of East Africa Safari sales advantageous (Kenya & Tanzania)
- Experience working in a sales team environment
- Strong customer service skills (written & telephone)
- Knowledge of sales & reservations systems

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 Monday – Friday. You are required to work 9 hours per day including a 1-hour lunch break. The working hours are 08h00-17h00 with some flexibility
- Overtime may be required during peak periods
- You may be required to work alternative South African public holidays for which you will be compensated with time off in lieu.