



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 Consultant

LOCATION:

Cape Town, South Africa

REPORTS TO:

Sales Manager

RESPONSIBILITIES AND DUTIES

- Handling of safari requests from agents with planning, costing and accurate information within the required turnaround time
- Proactive response to agent requests including suggestions on itinerary design, routing, logistics, alternatives, upselling, and offering additional information as needed.
- Follow booking procedures set out in the operating manuals when booking all properties, vehicles, and activities that make up the safari.
- On confirmation complete the safari file with all the information required
- Build and maintain good relationships with both internal and external stakeholders to facilitate the smooth running of the sales process.
- Follow up with agents after a safari for any feedback.
- Report any errors or issues to your line manager immediately on discovery.
- Provide proactive support to colleagues during peak or leave times.

South Africa

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REQUIREMENTS AND QUALIFICATIONS

- Experience in, and knowledge of Safari Sales is required
- Experience in, and knowledge of East Africa Safari Sales is an advantage
- 10 - 15 years of experience in the broader industry sector (hospitality & tourism).
- Experience and a good understanding of the safari tourism environment.
- Experience as many aspects of the industry as possible, more than one side of the fence.
- Experience in dealing with and delivering on western business demands.
- Experience with travel & reservation systems
- Skilled in designing detailed and individualized quotes for itinerary requests.
- Excellent sales skills and the ability to upsell.
- Excellent communication skills, a service delivery mindset, and a strong customer service focus.
- Target-orientated and experienced in delivering results in a performance-oriented and fast-paced sales environment.
- Ability to find commercial solutions to problems.
- Good knowledge of sales systems.
- Strong administration and organizational skills with great attention to detail.
- The ability to work well under pressure.
- Proactive mindset and can-do attitude.
- Experience in handling demanding situations (e.g., complaints, last-minute requests, changes whilst travelling).
- Experience in and willingness to handle issues outside of office hours when required.
- Ability to work independently as well as within a broader team setup.
- Energetic and eager to learn.

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 our 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 a significant 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
- Attend all Training & Development programs as required.

CONDITIONS AND WORKING HOURS

- You will be required to work in the Cape Town office from Monday – Friday for 9 hours per day including an hour lunch break. The working hours are depending on the team setup and business requirements. Flexible work from home is permitted, with a split of 3 office and 2 work-from-home days as detailed in the offer of employment and the work-from-home guidance document and after successfully completing your probation and training period which is 3 months. While we remain a flexible work environment the nature of our business may require us to be present in the office over and above a minimum of 3 days, these will be communicated with as much advance notice as possible but will be listed in the guidance document which forms part of our HR Policy pack available at the time of offer only.
- Dependent on the geographical location of the market being served working hours may be adjusted to allow for real-time market-specific interaction, but within reason.
- The business may require you to handle enquiries from various markets.
- You may 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.
- You may be required to travel for work from time to time