



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 GIIRS, 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:

Client Experience Expert (B2C)

LOCATION:

Cape Town

REPORTS TO:

Client Experience Manager

POSITION OVERVIEW

Client Experience Experts are pivotal in ensuring exceptional customer interactions. They prioritize customer satisfaction throughout the entire journey, from pre-travel preparations to the trip itself. These experts specialize in delivering memorable experiences that exceed expectations, ensuring that each customer interaction leaves a lasting positive impression.

RESPONSIBILITIES AND DUTIES:

CUSTOMER EXPERIENCE

- Client liaison and relationship building post deposit payment received, e.g., advising clients on basic visa requirements
- Arranging of gifts if applicable
- Pre and on trip support and client communication / key touchpoints (e.g., messaging clients re special occasions; reminders; last minute sight seeing)
- Pre and post travel communication / mailers, e.g., welcome home mailer
- Complaint management e.g., amending services where required

BOOKINGS MANAGEMENT

- Sell add on services e.g., day tours, cultural visits or balloon safaris
- Processing of Refunds – i.e., flight refunds and changes in Bazaruto
- Handling logistics and park fee changes
- Final documentation review and sending of documentation to clients
- Along with the Sales Consultant, handling of booking/itinerary changes or cancellations
- Emergency phone duty

THIRD PARTY LIAISON

- Work closely with suppliers / product to resolve issues pre or during travel

AD-HOC

- Assist consultants in managing inbox while on leave.

QUALIFICATIONS:

- Matric
- Diploma in travel and tourism or
- Relevant tertiary qualification (advantageous)

EXPERIENCE AND KNOWLEDGE

- Minimum of 3-5 years Travel Industry experience
- Professional email and telesales communication
- Customer service experience
- Experience using our quoting system, Bazaruto (advantageous)

SKILLS & COMPETENCES

- Deciding and initiating action
- Persuading and influencing
- Presenting and communicating
- Planning and organising
- Working with people
- Exceptional written and verbal communication skills
- Good listening skills
- Learning and researching
- Delivering results and meeting customer expectations
- Adapting and responding to change
- Coping with pressure and setbacks
- Seamless administration and organizational skills
- Creativity

ATTRIBUTES AND BEHAVIOURS

- People-focused
- Accountable
- Detail orientated
- Organised
- Solutions driven
- Adaptable
- Confident
- Independent
- Proactive
- Agile



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, inspired to do good, caring family spirit, teamwork, dedicated to service, consistent quality and going the extra mile
- 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 are required to work 9 hours per day including an hour lunch break. The working hours are determined according to the team set-up with flexibility.
- Overtime may be required during peak periods for which you will be compensated with time off in lieu.
- You may be required to travel for work from time to time.

Should you be interested in the position, kindly send your application to cptrecruitment@asiliaafrica.com by close of business, Friday 12 September 2025