



Position Description

Title:	Sales and Reservations Consultant	Reports to:	Head of Inside Sales and Reservations
Team:	Inside Sales & Reservations	Type:	Full time, Permanent
Location:	Global	Position Description completed:	June 2022

Primary Purpose of the Role

The role of Sales and Reservations Consultant works within the Aurora Inside Sales and Reservations team and reports directly to Head of Inside Sales and Reservations or globally based line manager (depending on location). The Sales and Reservations Consultant is responsible for activities relating to selling expedition voyages, other travel arrangements and reservations, as well as associated customer, agent, and supplier liaison.

Key Accountabilities

- Manage the selling and travel arrangements for Aurora Expeditions' direct and trade customers, dealing with a wide variety of travel requirements and itineraries.
- Quoting, booking, and confirming travel services such as:
 - Airfares
 - Accommodation
 - Pre and Post Tours and Packages
 - Insurance
 - Transfers
 - Expedition Voyages
- Liaise with customers and process travel arrangements with care, accuracy and within specified time frames
- Work closely with the Product Team to manage and monitor pre-arranged allocations with preferred hotels and/or airlines.
- Use product knowledge to 'up sell' and 'switch sell' to ensure maximum customer satisfaction and profit; and to ensure a "complete" experience for the passenger.
- Work closely with the Fulfilment Coordinator and Fulfilment Assistant to ensure all forms are completed and received in a timely manner. This will require follow- up with agents and/or passengers.
- Ensure all payments are received, processed, and receipted in a timely and accurate manner. This will require follow-up with agents and/or passengers.



- Ensure prompt action to effectively manage delays, changes and/or emergencies associated with pre/post, accommodation/extension and the ship. This may require liaising with your global counterparts to effectively solve a situation (may be out of hours as required).
- Ensure administrative tasks associated with travel arrangements are completed in a timely and accurate manner, including but not limited to hotel rooming lists, passenger and luggage transfer lists, turnaround day activities and logistics, reports/summaries for the ship, etc.
- Participate in Product and Sales Training sessions, both internally and externally to maintain relevant and up-to-date knowledge on Aurora Expeditions' product offerings
- Prepare and send final documentation to both direct and trade customers
- Participate and/or assist as necessary in out-of-hours work functions.
- Work with a 'continuous improvement' mindset: actively seek and implement process improvements.
- Assist with managing group bookings (as required).

Key Challenges

- Aspects of this role require effective communication and liaison with operations staff, agents and suppliers across multiple time zones. At times, this may entail out-of-hours work (eg, if there is an unforeseen delay in the ship schedule).
- This role requires effective time management and excellent communication within a global team environment.
- This role requires elements of autonomy and the ability to manage priorities in a global, fast paced market
- Ability to be a team player while working within a larger global team requiring flexibility and adaptability.

Capabilities, Experience and Qualifications requirements

Qualifications & Experience

- 3+ years recent experience in a travel consultancy role.

Skills

- Sound knowledge of travel agency-based accounting practices, processes and technology.
- Solid airfare experience with the ability to book complex international itineraries.
- Knowledge and experience in dealing with overseas tour operators.
- Ability to understand and develop quotes involving multiple foreign currencies.
- Thorough understanding of travel insurance products, and the legal and statutory requirements of being an insurance provider.
- Solid product knowledge of international destinations, including experience with South American and European destinations.



- Previous experience and knowledge of adventure/expedition travel to remote areas (desirable).
- Experience working on group bookings (desirable).

Knowledge

- Expert knowledge of MS Office.
- Working knowledge of relevant tools and technologies, including but not limited to Salesforce and GDS technologies (Amadeus preferred).
- Understanding of Expedition Cruise and Adventure Travel products (preferred).

Attributes

- Exceptional customer service skills, with the ability to liaise with a wide variety of customers.
- Adaptable and flexible. Willing to take on tasks outside key responsibilities, as required.
- Ability to work well as part of a small team.
- Outstanding time management and organisational skills
- Ability to manage multiple projects and tasks efficiently and effectively.
- Strong attention-to-detail and accuracy.
- Analytical skills, with a proactive attitude to continuous improvement
- Self-motivated, a positive attitude and willingness to learn.
- Excellent interpersonal and communication (written and verbal) skills.
- Enjoy a face-paced atmosphere, with lots of variety.
- Appreciation and respect for natural and cultural environments.

Key Relationships

Who	Why
Internal	
Head of Inside Sales & Reservations	Direct report
Inside Sales & Reservations Manager	Direct report if in a globally based Sales and Reservations role.
Inside Sales & Reservations Team	Foster a positive team culture with colleagues
Sales Team	Work closely with APAC and Global BDM's and Sales Directors to achieve common goals.
Marketing	Customer feedback, market intelligence and intuition.
IT and Systems	Systems feedback, improvement ideas and participating in development programs.
Expedition Team/management	Liaise with Expedition Team Management on customer booking enquiries.
Product	Attend product training sessions and provide customer feedback.
External	
Customer	Liaising with your direct customer or trade partner on booking enquiries and queries.



Supplier	Attending training sessions and understanding product offering.
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Positions Reporting to this Role

N/A