

Travel & Operations Manager (JD)



Using a strategic and methodical approach, you will help develop our operations and logistics across southern Africa, ensuring our customers receive an exceptional travel experience and that our experience providers are fully supported throughout the process. As a natural leader, you use your initiative to seek out logistical solutions and exciting new travel experiences. You are the direct contact for our operational partners, working with them to create leading conservation itineraries, and regularly presenting these to the sales and marketing team to ensure our meaningful travel experiences are communicated accurately and effectively to travellers.

Your knowledge and attention to detail means our operations are carried out safely and precisely, delivering efficiency and value to our business partners. Being a personable communicator with a drive to achieve exceptional customer satisfaction, you'll excite travellers with in-depth insights, and deliver the assurance of the ACE brand. You will have excellent knowledge and a good geographical understanding of all southern and East African destinations and a wider appreciation of the natural world.

Responsibilities

Business Development

- Manage and develop our product offering, optimising commercial and operational structures and ensuring we work with the best, safest, and most cost-effective partners. These are split into three areas: the best wildlife conservation partners, safe and reliable logistical infrastructure, and additional travel products.
- Help grow our tailor-made market offering, consistent with our ethical framework.
- Generate and grow sales, maintaining a healthy gross-profit margin, great partner relationships, and a high level of customer service by offering world-class itineraries to exceed all expectations.
- Assist in successfully implementing the marketing communications strategy, including improving customer communications, optimising feedback, and the current review processes in-country.
- Identify and respond to developments in the tourism industry, ensuring we offer a competitive experience to all of our travellers.

Operations / Account Management

- Maintain and develop supportive stakeholder relationships with our conservation partners, external suppliers, and internal sales teams.
- Ensure efficient and safe logistic planning across southern Africa.
- Regularly visit our partners to support marketing initiatives, identifying and collating relevant content opportunities to promote the conservation projects.
- Reliably manage incident and crisis situations, ensuring all incidents are recorded and evaluated in line with company policy.
- Manage customer complaints expediently and escalate resolutions where necessary.

Operations / Sales Support

- Using our customised Business Management System (BMS), ensure all booking information is up-to-date and reliable.
- Within the BMS, book and cancel accommodation, transfers and excursions with our partners, in a timely and precise manner.
- Ensure that invoices produced by our partners are correct and communicate this to our finance department.
- When required; design, develop and deliver tailor-made itineraries to deadline, for use by our internal teams.

Customer Happiness and Engagement

- Ensure our customers recognise the ACE brand and our USPs, consistently providing exceptionally high levels of personalised customer service.
- Share the responsibility of monitoring our 24-hour emergency helpline, working with travellers and business partners to ensure effective and immediate solutions to any unfortunate incidents.
- Share responsibilities with the team visiting Johannesburg O.R. Tambo Airport to meet travellers if and when needed.