

Mid-Senior Travel Consultant

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| Remuneration: | R30000 - R45000 per month negotiable basic plus commission |
| Benefits: | Commission based on trips sold, additional team bonus based on target achievement |
| Location: | Cape Town |
| Remote work: | Only remote work |
| Education level: | Diploma |
| Job level: | Mid/Senior |
| Type: | Permanent |
| Company: | Viatu |

Job description

Are you driven by sharing your passion for the exploration of new places, cultures, and nature's wonders and wildlife? Do you believe that travel can be a force for good that is reciprocally beneficial? If so, are you ready to make others dream about their next big adventure and its potential bigger positive impact? Then Viatu might be the right destination for your next big professional endeavour.

About Viatu

Be part of shaping the next-gen travel platform that empowers travellers to design and book their next adventure of a lifetime.

As one of only forty B Corp-certified travel companies in the world, Viatu is a young and ambitious startup with a mission to make sustainable travel accessible to all. At Viatu, we carefully curate our partners and use technology to enable travellers to consider destinations that previously felt inaccessible, in turn allowing them to design and book adventure-packed itineraries with ease and confidence. Think of experiences like the gorilla trekking in Rwanda, hiking the tallest dunes in Namibia or witnessing the world's best safari during the Great Migration. With Viatu, we promote experiential travel that is memorable for our travellers and meaningful for people and the planet.

We are a remote and diverse team of shakers and doers, representing over 10 nationalities. Through diversity of thought, we constantly challenge ourselves to find new solutions and craft better travel experiences for our guests. We take calculated risks because we believe that change is positive and fosters progress for a more regenerative paradigm shift in travel.

About the role

We are seeking a full-time English-speaking travel consultant to join our team. As an ideal candidate, you have at least two years of relevant experience designing multi-stop itineraries and outstanding customer service skills. You have strong destination knowledge of African destinations (particularly Botswana, Kenya, Namibia, Rwanda, South Africa, and Tanzania) and feel confident in making others dream about the wonders that await them at these destinations.

Relentless in your pursuits, you usually have a hard time accepting a "no" for an answer (much less radio silence), so you resourcefully ideate new, creative (and always respectful) ways to effectively engage with your audience.

Key duties and responsibilities

Your role and responsibilities will include but not be limited to:

- You design compelling tailor-made trips inspired by our customers' dreams
- You actively engage with our customers from the moment they contact us, to the moment they embark on their dream holiday
- You manage the booking process including quotations and booking the suppliers for our customers with the help of our internal tools
- You collaborate with the product and marketing team to improve and expand the offering on our website
- You provide quantitative and qualitative feedback on how our tech team can improve our tools for better delivery to customers
- You work with your team to continuously improve and develop your sales strategies
- You manage and report back on your KPIs regularly and work continuously to improve them to meet ambitious sales targets

What we offer

- R30,000 - R45,000 monthly base salary (depending on seniority)
- Additional personal commission: 10% of the gross profit of your sales.
- Additional team bonus which is offered upon target achievement of the whole team
- Expected total monthly earning potential R63,000 - R105,000 (depending on seniority)

The good stuff

As part of our team, you will enjoy:

- Working in an international and fast-paced startup culture that empowers you to lead from day one
- Working on exciting projects with some of the world's most sustainable brands in tourism
- Working with an experienced team of talented and motivated minds in our industry, including former Googlers, Booking.com engineers, and Rocket Internet executives
- Having flat hierarchies, agile decision making and immediate ownership
- Getting access to attractive travel allowances, educationals and special travel incentives for yourself and your family
- Working fully remotely with a decentralised team with regular meetups in Cape Town and Europe
- Having a direct impact on people and planet in the destinations we operate in
- Access to internal and external education and life-long-learning opportunities

Location and reporting

Our ideal candidate is based in Cape Town, South Africa. You will report directly to the CEO and have frequent interactions with our management team

**Viatu is an equal opportunity employer and values diversity. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.*

What you bring to Viatu

- You have at least two years of sales experience as a travel agent/tour operator managing multiple client requests simultaneously, organising your tasks efficiently and maximising your conversion rate
- A proven track record of exceeding sales targets and growing revenue
- You have excellent communication and presentation skills in English
- You work meticulously with a high degree of autonomy
- You have excellent African product knowledge and a passion for travel
- You are passionate about turning our customers' dreams into reality and taking care of all the details with love and

passion

- You have a soft spot for sustainability and care deeply for our environment
- A pragmatic and analytical approach to sales
- You have a bachelor's degree in social science, marketing, economics or a related field

A big plus

- Previous experience in a fast-paced startup
- Deep product and destination knowledge of African destinations
- Experience working with a modern CRM tracking your leads and logging your actions
- Working knowledge of the Google Suite and Wetu
- Our ideal candidate is based in Cape Town, South Africa.

Posted on 01 Apr 18:27, Closing date 29 May

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