

ROLE PROFILE	
Job title	Client Experience Expert
About Go2Africa	<p>Go2Africa is an award-winning travel company harnessing passion and technology to create tailor-made bucket-list African Safari experiences since 1998. Based in Cape Town, South Africa, our 23-year success has stemmed from an unwavering dedication to providing expert, independent advice and 5-star service to our clients from the early travel planning phase until well after they return home.</p> <p>Go2Africa has a strong following of guests and partners and an excellent, dominating SEO presence since its early days. At Go2Africa, we value our trusted relationships – whether that be with our travel partners, global client base or our Go2Africans and the vital role they play in supporting our growth trajectory and with that our contribution to conservation of wildlife, pristine wilderness areas and sustainable development of rural communities.</p> <p>Always ambitious, even in times like COVID19, we are adding to our team of experienced professionals with the goal of keeping Go2Africa as the industry-leading authority in luxury African travel.</p>
Role Summary	Client Experience Experts are customer-facing and always have customer experience top of mind. These after sales experts deliver the wow factor prior to travel as well as on trip.
Key Areas of Responsibility	<ul style="list-style-type: none"> • Customer Experience <ul style="list-style-type: none"> ○ Client liaison and relationship building post deposit payment received, e.g., advising clients on basic visa requirements ○ Arranging of gifts ○ If applicable meet clients in Cape Town (with Sales Expert if available) ○ Pre and on trip support and client communication / key touchpoints (e.g., messaging clients re special occasions; reminders; arranging / booking PCR testing; restaurant and theatre bookings and additional activities) ○ Pre and post travel communication / mailers, e.g., welcome home mailer ○ Complaint management e.g., amending services where required ○ Liaise with Asilia on gift drops in East Africa • Bookings Management <ul style="list-style-type: none"> ○ Sell add on services e.g., day tours ○ Processing of Refunds – i.e., flight refunds and changes in Bazaruto ○ Final documentation review and sending of documentation to clients ○ Along with the Sales Administrator, handling of booking / itinerary deferrals and cancellations ○ Emergency phone duty

	<ul style="list-style-type: none"> • Third Party liaison <ul style="list-style-type: none"> ○ Work closely with suppliers / product to resolve issues pre or during travel
PERSON PROFILE	
Qualifications	<ul style="list-style-type: none"> • Matric • Diploma in travel and tourism or • Relevant tertiary qualification (advantageous)
Experience	<ul style="list-style-type: none"> • Minimum of 3-5 years Travel Industry experience • Professional email and telesales communication • Customer service experience • Experience using our quoting system, Bazaruto
Skills & Competencies	<ul style="list-style-type: none"> • 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 Behaviour	<ul style="list-style-type: none"> • People-focused • Accountable • Detail orientated • Organised • Solutions driven • Adaptable • Confident • Independent • Proactive • Agile

Go2Africa Core Values

We Care

Without our people, we wouldn't exist. Simply put: we have a genuine concern for our people, and their well-being. We value the close relationships with our partners to ensure the best experience for our travellers. When it comes to our travellers, every detail, even the very finest, matters. This motivates us to offer only the very best experience, one that they will forever hold in their memories, leaving an indelible mark for life.

Without our Go2Africans, partners and travellers we wouldn't exist.

We Trust and are Trusted

Our reputation of 20+ years precedes us and we're among the longest-standing TOs in the country. We place our **trust** in each other, our partners and our many industry accolades are testament to our delivery, knowledge, and client service. Our travellers trust us for it.

We Go Above and Beyond

We don't settle, we go further, do better and strive more every day to give our travellers the very best experience.

We are Resilient

We weather any storm.

We are solid, can take the hard knocks, learn from them, and move on.

We Collaborate

We pride ourselves on our partnerships – be that with our travellers, partners or Go2Africans. Our approach is personal, and we take great care of each and every one of our relationships, to ensure we always deliver the highest quality result and share in our joint success.

We Conserve

We care deeply about Africa's sustainability, and are invested in protecting communities, wildlife, fauna, and flora. We are deeply passionate about Africa. It's more than a destination, it's in our heart ...it's our home.

We are Africa

Africa is in our bones, our blood, and our hearts, from the beat of her drum to the wild sounds of the Serengeti. Every trip, experience and memory are one that we curate with care, and we share our love and respect for Africa with everyone who travels with us.

We Are **Go2Africa**.