

ROLE PROFILE	
Job title	Enquiry and Quote 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	The Enquiry and Quote Experts are product and systems super users with sales consultation experience. They play a vital supporting role to the Sales Experts and are highly efficient administrators who can work under pressure and deliver fast turnaround when qualifying leads and when working on requotes for the Sales Experts. Within their role, they learn more expertise and knowledge from the Sales Experts who coach them through the various itineraries, to quote as matched to the client's requirements.
Key Areas of Responsibility	<ul style="list-style-type: none"> • Quoting and prequalification of leads <ul style="list-style-type: none"> ○ Prequalification of all low intent leads (C's and D's) to convert to A/B leads – dealing directly with the client ○ Handover of qualified high intent leads to sales experts within the pod ○ Facilitate quote amendments and new options for Sales Experts including flight requests, bookings, changes / updates ○ Client relationship building during the qualifying process ○ Source rates, complete fast track forms and liaise with Production should rates or specials not be available in Baz ○ Request quotes from third parties e.g., Asilia, Wilderness • Knowledge sharing <ul style="list-style-type: none"> ○ Work closely with all pod members to share knowledge

	<ul style="list-style-type: none"> • Growth and Development <ul style="list-style-type: none"> ○ Attend inhouse destination and product training in order to create appropriate quote options
PERSON PROFILE	
Qualifications	<ul style="list-style-type: none"> • Matric • Diploma in travel and tourism • Degree in travel and tourism (desirable)
Experience	<ul style="list-style-type: none"> • Minimum of 3-5 years Travel Industry experience • Minimum of 2 – 5 years of sales experience • Professional email and telesales communication • Experience working on CRM systems, including quoting and publishing itineraries for clients (Advantageous) • Expert knowledge on how to use our quoting system, Bazaruto, to its full capacity (Essential)
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 • Learning and researching • Delivering results and meeting customer expectations • Adapting and responding to change • Coping with pressure and setbacks • Exceptional client service skills • Exceptional prospect conversion skills • Multi-tasking • Knowledge of and passion for Africa and safari holiday destinations • Seamless administration and organizational skills • Numerical literacy • Computer and software literate (MS Word suite, CRM systems, Google, etc.).
Attributes and Behaviour	<ul style="list-style-type: none"> • Results orientated and target driven • People-focused • Accountable • Innovative • Respectful • Excellence • Integrity • Adaptable • Confident • Independent • Proactive

- Team Player
- 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**.

