

ROLE PROFILE	
Job title	Sales Administrator
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	Sales Administrators provide administrative support to the Sales team throughout the bookings, confirmation, and travel stage of a client’s holiday. They are aligned to either 1 or 2 Africa Safari Experts (ASEs) and are responsible for assisting with all administrative details pertaining to a travel itinerary and the accompanying travel documentation.
Key Areas of Responsibility	<ul style="list-style-type: none"> • Bookings management <ul style="list-style-type: none"> ○ Check availability of requested suppliers within 2 hours of receipt during office hours ○ Make provisional bookings, including the holding of flights ○ Confirm bookings and issue of flights ○ Ensure all dietary and special requests are noted with suppliers ○ Investigate or query rate discrepancies • Assist Concierge with post sale administration <ul style="list-style-type: none"> ○ Assist Concierge with booking PCR testing once Concierge has all client details; restaurant bookings; activity and tour add ons etc ○ Completion of manual credit card payment forms and submission to accounts ○ Complete visa letter applications ○ Set calendar reminders for key touch points for Concierge to reach out to the client • Quality assurance <ul style="list-style-type: none"> ○ Check tailor-made itinerary at confirmation stage and make any minor corrections in Bazaruto before Africa Safari Expert ○ Cross reference invoices to investigate and flag errors in an audit

	<ul style="list-style-type: none"> • Payment facilitation <ul style="list-style-type: none"> ○ Set calendar reminders for final payment • Load customer feedback into Bazaruto • Enquiry and toll-free management <ul style="list-style-type: none"> ○ Managing incoming toll-free and switchboard calls • Inbox management for allocated buddy
PERSON PROFILE	
Qualifications	<ul style="list-style-type: none"> • Relevant tertiary qualification (Advantageous)
Experience	<ul style="list-style-type: none"> • 2 - 5 years of experience in travel sales coordination / administration (Essential)
Skills & Competencies	<ul style="list-style-type: none"> • Ability to work with others • 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 • 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 • Respectful • Excellence • Integrity • Resilient • Confident • Proactive

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**.