



<b>Job Title</b>	<b>SENIOR TRAVEL CONSULTANT (C4)</b> <b>(TREASURY: TRAVEL MANAGEMENT)</b> <b>(FIXED TERM POSITION FOR A PERIOD OF 09 MONTHS)</b> <b>(CORPORATE: ECO POINT: CENTURION X 01 POSITION)</b>
<b>Reports to</b>	<b>Manager:</b> Front Office: Travel Management
<b>Summation</b>	Act as a team leader and responsible for the coordination of all travel arrangements of the organisation and supervision of the front office staff.
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Advise clients <i>inter alia</i> regarding passports, visas, foreign exchange, travel insurance, car parking, car hire, transfers, accommodation and excursions</li> <li>• Process clients booking including pre-seating, meals and any special requirements</li> <li>• Deal with complicated customer itinerary / routes</li> <li>• Ensure all necessary documentation is issued within agreed timeframe</li> <li>• Ensure that the Travel conditions are clearly indicated on the itinerary</li> <li>• Liaise with travel service providers, tour operators and other key partners such as hotels, airlines, car hire firms regarding itineraries, bookings, schedules, specials.</li> <li>• Sell travel products and meet sales / cost saving targets as set out by management</li> <li>• Assist with changes to travel arrangements and bookings where necessary</li> <li>• Handle complaints before escalating to the next level</li> <li>• Provide training to the Travel Consultants</li> <li>• Develop new processes, ensure adherence to processes and procedures</li> <li>• Organise displays and promotional material</li> <li>• Compile monthly reports</li> </ul>
<b>Minimum Requirements, Qualifications and Experience, Skills &amp; Abilities and Attributes</b>	<p><b>MINIMUM REQUIREMENTS</b></p> <p><b>QUALIFICATIONS AND EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• National Diploma (NQF Level 5) in Travel and Tourism</li> <li>• Advance knowledge of Quicktrav and Galileo systems</li> <li>• At least 6 Years international consulting experience</li> <li>• Strong geography, destination and product knowledge</li> <li>• Computer literate with MS Office</li> <li>• Valid Code B Driving Licence</li> </ul> <p><b>SKILLS AND ABILITIES</b></p> <p>Good communication skills (verbal and writing), Strong interpersonal skills, Analytical, Problem solving, Conflict management, Diplomacy, Supervisory skills, Organising skills, Motivational skills, Planning and monitoring skills and Customer centric</p> <p><b>ATTRIBUTES</b></p> <p>Passionate about travel and people, Attention to detail / accuracy, Ability to excel under pressure, Assertiveness, Time and priority management, Logical thinker, Team player and Office bound but may be expected to travel</p>
<b>Contacts</b>	<p><b>The South African Post Office is committed to the achievement and maintenance of diversity and equity in employment, especially with regard to race, gender and disability.</b></p> <p>If you wish to view the advert, please visit our website <a href="http://www.postoffice.co.za">www.postoffice.co.za</a> and log on to Careers <b>OR</b></p> <p><b>Send your cv to: The Recruitment Officer</b>  <b>Human Capital Management: Corporate</b>  <b>PO Box 2042</b>  <b>CORPORATE POSTOFFICE, 0074</b></p> <p><b>Email: <a href="mailto:Careers1@postoffice.co.za">Careers1@postoffice.co.za</a></b>  <b>Closing Date: 20 September 2016</b>  <b>Position: 60057754</b></p> <p><i>Correspondence will be limited to <b>short-listed candidates only</b>. If you do not hear from the South African Post Office or its Agent within 3 months of this advertisement, please accept that your application has been unsuccessful. The South African Post Office Limited reserves the right not to fill this position or to re-advertise the positions at any time.</i></p>