



Job Description January 2024

Senior Consultant for New Business Unit in NZ

Selling luxury New Zealand, Australia and the South Pacific, Beyond The Blue (BTB) has firmly established itself as a leading luxury tour operator in the past decade and has offices in New Zealand (Auckland) and Australia (Noosa/Queensland).

The role

The principal role is to convert leads from the USA into bookings, requiring a high degree of attention to detail and excellent verbal and written communication skills. The role is based in the Auckland office where you will lead a new stand-alone business unit.

Responsibilities

- Plan and sell experiences, guides, transport, accommodation, insurance and other travel services
- Engage with clients to determine their needs and advise them appropriate destination, modes of transportation, travel dates, costs and accommodation
- Provide relevant information, brochures and publications (guides, local customs, maps, regulations, events etc) to travellers
- Book transportation, make hotel reservations and collect payment/fees
- Deal with occurring travel issues or changes
- Attend travel seminars to remain updated with tourism trends
- Enter data into Tour Writer and maintain client files
- Network with suppliers
- Maintain statistical and financial records
- Meet profit and sales targets

Requirements and skills

You will be passionate about travel and selling New Zealand and enjoy crafting bespoke itineraries for our high-end clients. You will be a strong advocate for the region and passionate about delivering itineraries for our high-end clients.

- A positive 'can-do' attitude is the number one attribute needed
- Proven work experience as a Travel Agent/Consultant with an in-depth knowledge of NZ
- Be a confident problem solver
- Commercial awareness with a CRM mindset
- Have excellent communication skills and the ability to clearly and effectively communicate and negotiate with high-end clients

- Have a strong work ethic in an industry that is seasonal, and sometimes requires work outside of business hours
- Will have good knowledge and skill using the Microsoft Office 365 suite with the ability to learn new computer systems
- Desire to learn new skills and undertake professional development
- Attention to detail is a key requirement
- Strong sales skills and commercial awareness
- Sound knowledge of domestic and international travel trends
- Hold a Degree in Hospitality, Travel, Tourism, Business, or relevant field (desirable but not required)

The position requires travel experience, with exposure to US based travellers and although Sales/Travel Industry experience is preferred, it is not essential.

Benefits

Located on the North Shore of Auckland, with one of the best waterfront offices in Auckland! We are a flexible employer with a hybrid team. We have an excellent team culture, room to grow, a competitive package with base plus sales target incentives and training/familiarisation programs as follows:

- Competitive salary
- Sales incentives based on performance
- Travel famils around NZ
- Local office offering hybrid and flexible work arrangements
- We provide all computer hardware including all software etc, and the set-up of any Home Office
- Professional and ongoing development