



Boutique Product Manager: Position Description

Location: Innovative Travel office, Christchurch

The Innovative Travel Company, established in 1990 by Robyn Galloway, is a New Zealand-based travel agency specializing in tailored travel experiences across various destinations worldwide. With over 35 years of experience, the company offers a range of travel styles to suit different preferences.

Key Responsibilities of this role include;

- Annual review of tour operators including rates and services
- Sourcing new season rates for existing products
- Audit new season itineraries for programme updates
- Further develop luxury product offerings
- Rewriting itineraries to Innovative Travel guidelines
- Manage Tourplan operations including commission's structure, data entry and itinerary loading
- Liaise with the Reservations team for product enquiries, or challenges
- Manage client complaints process
- Review company policies for "uncontrollable events"
- Analyse sales patterns including :
- Sales by: Country, operator, lead time & booking trends
- Produce annual brochure
- Provide content for market flyers
- Design fortnightly newsletter calendar
- Provide key content for newsletter
- Attend international trade shows
- Support person for chains travel expos
- Attend weekly Tuesday morning product meetings
- Attend weekly Wednesday morning general meetings
- Reporting to the MD

The ideal candidate will have:

Travel experience in key destinations including, Africa, Middle East, Gulf States, North Africa, Mediterranean, India, Sri Lanka, Japan & Scandinavia

And significant experience in:

- IT systems including Tourplan, Amadeus, Excel including pivot tables & social media
- Analysing the market and product for the most effective returns
- Excellent written and verbal communication skills