**JOB DESCRIPTION**

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| **Job title:** | Educational Operations and Reservations Executive | **Country/ Department:** | Group Operations Discipline |
| **Reports directly to:** | Educational Operations and Reservations Senior Executive/ Educational Operations and Reservations Manager | **Office Location:** |  |
| **Number of employees reporting to this position:** |  | **Date Job Description issued and approved by:** | V1 1 Oct 2024  V2 14 Oct 2024 |

**POSITION PURPOSE**

As part of the Educational Operations and Reservations team, your primary focus is to provide excellence operational support to our travelers and deliver impactful community travel experiences. You are an advocate for best practices that empower local communities through job creation and poverty reduction initiatives.

You’re passionate and aligned with our philosophy that is deeply is rooted in Discova's purpose of "*Connecting people and places to a world of possibilities*." By focusing on a triple win—benefiting communities, clients, and the company— you will ensure our operations are not just profitable but also socially and environmentally responsible. Together, the Educational Operations and Reservations team is responsible to create transformative travel experiences that leave a lasting impact on travelers and the communities they visit, fostering a deeper connection between people and places.

**job specificationS**

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| **Accountabilities** | **Responsibilities** | **Metrics** |
| Agent & Customer Service  Experience | * Ensuring all enquiries are professionally and efficiently responded to, in an accurate, appropriate within 24 hours. * Ensure all service issues are resolved to the end customer’s satisfaction with appropriate corrective, preventive measures and timely manner. * Ensure all bookings, passenger details, logistics information, internal notes and supplier notes updated in the systems efficiently and accurately. * Effectively communicate timely and accurate information on all projects to ensure internal and external customer satisfaction. | * Customer feedback |
| Project and Product Development | * Be knowledgeable on Community-based products and assist research, identifying product gaps and advise on products suitable to specific markets and opportunities. * Assist Team Leader in collecting program materials such as keeping accurate photo records of activities and programmes following the ChildSafe Photography guidelines and policy. * Accompany groups as required to develop and maintain superior working relationship with clients and external community leaders. * Plan, conduct and assess guide training to ensure our capacity to deliver programmes with impact, in coordination with Guide Experience team to plan… * Maintain superior working relationship with partner communities, local agencies, NGO's and authorities to facilitate community experiential learning and project management. | * Accuracy |
| Business Acumen | * Suggest and recommend initiatives with objective of reduce Cost of Goods Sold and improve trip profitability. * Ensure bookings operate within budget. * Follow company policies and procedures, * Utilise preferred supplier product and services to improve cost advantage. | * Total TTV * Gross margin |
| Self-Development | * Participate in any trainings, inspections or upskilling recommended by the Team Leader or you feel relevant to your role. * Be knowledgeable on projects, local NGO and Community activities and keep up to date with any changes or news. * Embracing and taking on tasks as delegated by the Team Leader or Country Manager | * Meet or exceed individual target |

**Essential qUALIFICATIONs AND EXPERIENCE**

* A degree in tourism and hospitality is an advantage
* Minimum 2 years’ experience in the travel industry is preferred.
* Fluent in both written and spoken English is required.
* Advanced understanding of the region including the outdoor activity safety knowledge and skills is desirable.

**SKILL AND ATTRIBUTES**

* Outstanding sales skills with strong customer care focus.
* Results Orientated.
* Excellent organizational skills with the ability to be flexible and implementing change when needed.
* Excellent communicator to a diverse range of people (customers, suppliers, team members, leaders).
* High attention to details.
* Able to work under pressure and juggle multiple tasks and able to work outside office hours when required.
* Solution focused and great at problem solving.
* Able to work independently and within a team assisting team members to help everyone achieve results.
* Flexible rotating roster that may include late nights, weekends and early mornings and flexible with

uncertainties/changing priorities and under pressure.

* Willing to travel on business when required
* Personally aligned with Discova’s company purpose and values
* Proficient with Microsoft Office applications and Discova’s systems would be an advantage.