

## Africa Travel Designer

### Who are we?

Jacada Travel is a growing, dynamic luxury travel company, originally founded in 2008 in London. Since then, we've gone from strength to strength, planning private luxury tours in Latin America, Africa, Asia, Australasia and Europe for an international clientele. Our company mission is "to make travel uplifting" for our travellers, ourselves and the world itself.

We now have offices in London, Cape Town, Hong Kong and Santiago. This role will be based in our London office.

Across our offices, we all share a love of travel and of what we do, and the team's passion and enthusiasm is infectious. We offer a fun and supportive environment and there is always room to grow. Our ears are always open and we know the best people to help us flourish are the people that know and love the company – you.

Please take a look at our website to find out more about Jacada:  
<https://www.jacadatravel.com/>

### About the role

This is a busy and varied role in our team based in London designing and selling bespoke luxury trips around Africa to our clients across the globe

### Key Responsibilities

- Creating and selling, and taking ultimate responsibility for tailor-made holidays to clients. This involves consultation by email and telephone with the client and some administrative support of sales.
- Improving the quality of services and products in Africa, as well as sourcing new and unique offerings within that area
- Following up on client feedback, and resolving any issues with suppliers and clients in a timely manner
- Engaging with clients to build a strong rapport and deliver excellent customer care before, during and after travel
- Working collaboratively with the Operations, Marketing, Flights, and Concierge Teams to ensure all details are covered and clients have a seamless experience from start to finish
- Creating and updating sample plans for the website
- Writing pieces and sourcing pieces with Marketing when needed
- Delivering FAM reports after trips for product training and sharing knowledge and updates within the teams

- Maintaining strong, open and supportive professional relationships with DMC's and suppliers on the ground

### **Skills for Success**

- Strong work ethic and sales driven
- A creative flair for designing unique and inspiring trips that stand out above the rest
- Passionate about delivering an outstanding level of service and willing to go the extra mile to make clients happy
- Self-motivated, proactive, ability to multi-task and stay calm under pressure
- Able to prioritise tasks, manage workload and work to deadlines effectively
- Great written and verbal communication skills
- Strength of character and strong team player with a keen eye for detail
- Driven and determined to always do better and improve what we offer in terms of sales, service and efficiency
- Well-developed problem solving skills: Pre-empts and seeks to resolve potential problems and issues before they occur; demonstrates good judgement in knowing when to act independently and when to escalate an issue to senior management
- Operating in a fair, honest and open manner with clients, colleagues and suppliers to foster trust and mutual respect
- A 'big picture' mindset – appreciative of your position within Jacada as an organization comprised of different teams collectively working together towards the same goal

### **Personal Attributes**

- Positive attitude to seek solutions in your work and create a friendly environment in the office.
- Willingness to take full ownership and responsibility for all trips you design
- A readiness to adapt and embrace change; recommending ways we can improve and lead the way
- Ability to actively listen and demonstrate empathy and self-awareness
- Flexibility to take on a variety of tasks and willingness to roll sleeves up and support colleagues
- Humility and openness to learn from others

- High expectations for customer service and customer care; creativity and confidence to take the customer out of their customer zone when we know it will benefit them

### **Experience**

- In-depth knowledge of the destinations throughout Africa, from larger cities to lesser known areas
- Experience in a customer-service or sales role

### **To Apply**

If you'd like to work with us, please send across your CV, travel profile, and your 'Personal Story' (max. 1 page) to [marta@jacadatravel.com](mailto:marta@jacadatravel.com)

We believe you're more than just a sum of your job titles and work experience, and this Personal Story is your chance to give us the complete picture of 'you' and what you bring to Jacada - your achievements, personal values, travel experiences, philosophies on work, and/or anything else you think we should know (in relation to this role!) - and why you'd love to work with us.