



RESERVATIONS SPECIALIST ROLE BASED IN CAPE TOWN (PERMANENT)

This role is responsible for supporting the sales team by managing client inquiries, both for direct bookings and through the trade channel, ensuring a seamless reservation process from start to finish.

While the role will primarily focus on reservations and booking management, it will also require conducting presentations with clients and travel partners, both online and in person.

The Company

- Founded 20 years ago, a unique, multi-award winning company with high global reach (clientele and employees).
- The only company to offer a commercial private jet service to the Antarctic continent
- Renowned for their top-end luxury and exclusivity
- Extremely complex value chain with extraordinarily high logistical expenses that enable transportation to, and accommodation of guests on the continent.
- Highly seasonal business, which results in the need for careful planning in both the high and low seasons.

The Role

Sales and Systems Support

- Within the team, answer all enquiries to ensure a less than 24-hour turnaround between email and White Desert response.
- Enquiries include, but are not limited to, rate enquiries, availability, potential collaboration, new bookings, marketing collateral, and more.
- Set up calls with clients/agents following a booking enquiry, offering a more detailed overview and presentation of the White Desert experience.
- Inputting guest, agent & company data into the Client Management System (HubSpot) daily to keep data integrity and ensure accurate reporting.
- Ensure all bookings are up to date in HubSpot and linked to the relevant agent & company.
- Assist in the creation of invoices to be sent to clients through Benson
- Work with the team to ensure a smooth transition of booking confirmation to client onboarding.
- Follow up with guests/ agents to ensure all guest information required for a booking is received in time (cancellation, waiver, and medical forms are signed and returned, etc).
- Offer further advice and assistance for guests on insurance needs for Antarctica.
- Providing support and following proper escalation procedures when addressing guest or agent concerns.
- Provide exceptional customer service by anticipating and fulfilling client needs, offering recommendations and advice to enhance the overall travel experience



- Sales support for the Manager: Trade Sales with trade shows, international sales trips arrangements, and other sales-related activities.

The Person, required Experience, and Skills

- The ideal candidate will have a deep understanding of the luxury travel industry and the travel trade channel, with a talent for creating unforgettable experiences for high-net-worth clients.
- Minimum 5 years of experience in luxury tourism reservations and/or sales
- Proven track record of delivering efficient and accurate reservations services with a strong detail orientation and accuracy
- Excellent ability to build and manage relationships within a team and organisation, as well as with industry peers and suppliers.
- Excellent planning and organisational skills
- Team player who shares ideas and learning with others
- Professional presentation with a sense of fun and adventure
- Interest in or experience with database management
- Comfortable working in a fast-paced, entrepreneurial business
- Additional European languages are a bonus
- Excited by travel, winter sports, and Antarctica
- Excellent ability to build and manage relationships with senior people from a wide range of backgrounds and cultures

General

- The above outlines the primary responsibilities for the roles/duties, is not exhaustive, and may be changed at any time, dependent upon the operational requirements of White Desert Pty Ltd and within the parameters of the position; and
- In addition, there is an all-embracing expectation that each team member will work collaboratively within the team framework and that each team member is responsible for maintaining a supportive environment in line with the White Desert ethos.

Location

- Cape Town, South Africa

Please send your CV to Careers@white-desert.com.

Include the position you will be applying for in the subject line.