



Product Executive

CAPE TOWN, SOUTH AFRICA

Key Responsibilities

The core function of the Product Executive is to assist the Product Team to deliver key functions that support the revenue teams across the business. This includes Singita product training and updates, document creation and editing, 3rd party contract and rate negotiation, scenario and logistics training and develop 3rd party experiences and supplier relationships. Key to the role is an understanding of the systems used by the revenue teams to support loading of supplier rates and contacts, pulling reports and managing the database and content.

- Reports to the Product Manager.
- Support the Product Manager to build a robust division that can fully support revenue teams with expert knowledge of Singita product and third-party supplier product knowledge.
- Fully understand the roles of Reservations and Tailored Consultants plus Travel Advisors to be able to support these teams effectively.
- Master systems (Lemax and Safari Portal) used by Singita Travel and Singita Tailored teams for back-end support, rate loading and content updates and review.
- Co-ordinate and manage product training and site inspections
- Conduct training for new starters and ongoing refresher training.
- Manage, update and create key documentation for revenue teams to use in sales and confirmation processes.
- Creation of training material across Singita properties and 3rd party suppliers.

Key Responsibilities

- Implement POPI compliance process with third party suppliers.
- Research potential new third-party product and present to Singita Travel and Singita Tailored teams.
- Manage and develop 3rd party relationships and experiences with key suppliers.
- Research all Singita Travel third-party products (Southern & East Africa) and be comfortable to share insight and advice.
- Be fully comfortable with all Singita product and logistics detail for training and answering questions from consultants or providing solutions.
- All roles at Singita may be required to perform other tasks as reasonably requested from time to time and as required by the business and/or operation. Singita fosters a culture of collaboration, and with this support of the multi-skilling of staff.
- Active participation in and effective communication and support of Singita's conservation message and purpose.

To apply email your CV to SMCcareers@singita.com or visit:

www.singita.com/about/careers



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Skills & Experience

- Previous experience in the Tourism/Hospitality industry would be advantageous.
- A sound geographical knowledge of Africa.
- Excellent written and verbal communication skills.
- MS Office proficiency essential and knowledge of other systems would be advantageous.
- Self-starter and creative problem solver.
- Excellent administrative and organisational skills.
- Able to work well under pressure.
- Highly self-motivated and self-directed.
- A keen eye for detail.
- Committed to conservation.
- Solution driven.

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