



Singita Travel - Coordinator

SINGITA MAURITIUS INTERNATIONAL LTD, MAURITIUS

Key Responsibilities

The main purpose of the Travel Coordinator is to make travel arrangements for guests by liaising between the Travel Advisor and suppliers. An intricate understanding of the personalised service offering that Singita delivers to all its guest partners.

- Report to the Singita Travel General Manager.
- The Singita Travel team aims to provide a professional service to guests who make direct contact with Singita; enhance the guests travel experience; and maximise revenue flow whilst providing expert travel advice.
- Administrative work required to create and finalise a booking.
- Establish and maintain relationships with Travel Advisors and suppliers.
- Assist the Singita Travel Advisor and the Singita lodges to provide an extraordinary and positive experience for the guests.
- Ensuring response turnaround times are maintained and that work is of an exceptional standard.
- Review the completeness of guest travel information and itineraries booked by Travel Coordinators.
- Be available after hours to assist with urgent queries and/or complaints.
- Perform any other ad hoc projects or assignments as required by the Company from time-to-time.
- 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.

Skills & Experience

- Be of Mauritian descent or a holder of a valid work Mauritian work permit.
- Fluency in French and English.
- Tourism industry experience (preferably in tour operating and/or reservations) within luxury travel in the African market.
- A natural ability to deal with people combined with a strong client focus.
- Excellent organisational skills.
- Excellent communication skills – verbal and written.
- Above average knowledge of MS Excel; MS word; and MS Outlook.
- The ability to work under pressure, independently, as well as part of a team.
- Experience in managing direct customer relationships.
- Strong interpersonal skills (emotional intelligence).
- High accuracy and attention to detail.
- Experience working in administration and be highly organised.
- Have a flexible approach to working hours; be open-minded and intuitive.
- Be committed to conservation.
- The work-week is structured as Tuesdays to Saturdays, where Sundays and Mondays are off.

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

www.singita.com/about/careers