

Product Executive

Expat Explore provides its passengers with the opportunity to explore the world, with over 60 tour itineraries to destinations in Europe, North America, Africa and the Middle East! We are looking for travel professionals to join our amazing team in Cape Town, South Africa.

The Product Executive is responsible for sourcing and building strong relationships with our current and future partners includes, but not limited to hotel, meals and transportation for our scheduled group tours. This includes our partners in Africa, as well as other regions worldwide.

This involves contracting and managing rates, availability and general terms and conditions with suppliers. Additionally, you manage relationships with suppliers and provide support to other departments.

Main Responsibilities

- Contracting and Supplier relations.
- Negotiate and contract rates as per guidelines from the Head of Operations and Product.
- Deal directly with decision makers.
- Work together with the team to research and source new suppliers in hotels or logistics.
- Create and moderate tour manuals.
- Attend key travel shows and events to further improve supplier relations
- Conduct regular direct visits and site inspections to ensure a much more direct and personal relationship with suppliers.
- Supplier quality control.
- Attend regular quality meetings and track product performances.
- Monitor client feedback reports.
- Liaise with the other departments with regards to clients' complaints and resolve serious complaints directly with supplier management.
- Liaise with the other members of the product and operations team on a regular basis and suggest improvements.
- Liaise with other departments on the accurate representation of accommodation, attractions, transport used on our tours.
- Manning the emergency phone on a rota and dealing with emergencies on tour in a professional, capable and calm manner. Providing support and advice to tour leaders when needed in difficult situations.

We are looking for someone with the below personal and professional competencies:

- Account / Product experience, this could be within contracting or sales.
- Experience from the travel industry.
- Proven track record in negotiation.
- Ability to work independently with a creative mind-set.
- Outgoing and approachable personality.
- Strong organisational, administrative and communication skills, both written and verbal.
- Have a great eye for detail.
- Enjoy working to strict deadlines.
- Strong Microsoft Office knowledge, especially PowerPoint and Excel.



Qualifications

- Minimum Grade 12.
- Tourism qualification will be an advantage.

Working hours are Monday to Friday 9-5 but this job also includes variable working hours.

Start date: 20 July 2018

Salary: R16 000.00 – R20 000.00 (depending on experience)

Benefits: No benefits

Email your cover letter and CV to: jobs@expatexplore.com

