

## Operations Executive

Expat Explore is an online based tour operator conducting coach tours around Europe and South Africa. We run over 300 departures yearly, working with hundreds of suppliers and partners all over Europe, USA and South Africa.

Our business is growing so we are looking for an enthusiastic individual with great organisational skills and an eye for detail, who will be administrating supplier updates, communicating with suppliers in Europe and processing tour reviews.

Expat Explore is a growing and dynamic company in constant development. As our Operations Executive you will get great responsibility from day one. Together with the London Operations Department and the rest of the Expat Explore team in Cape Town, you will ensure our clients have the holiday of their lives.

We imagine that you have been working in an administrative role and are looking for the next step in your career in a young dynamic company. It is important that you have great organisational skills and is experienced in working with Excel and other databases. Experience from the travel industry is an advantage.

Main Responsibilities and duties include, but are not limited to:

- Supplier communication: Sending daily, weekly and monthly updates to suppliers regarding booking numbers and updates in a professional and timely manner.
- Review processing: Processing passenger tour reviews.
- Review date entry: Ensuring correct hotel scores and client review scores are logged when reviews are done.
- Quality reporting: Preparing scores for monthly quality meetings.
- Working with the customer services department ensuring passenger information is logged correctly.
- Answering ad-hoc requests via email, as per tasked by London Operations.

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

- Fast-thinking, forward-thinking and multi-tasking: At Expat Explore, things go fast. You must have a proven record of working in a fast-paced environment where you had to make quick decisions while exhibiting initiative and flexibility.
- Time management: Ability to manage time and a varied workload through prioritisation. Works well under pressure and to deadline.
- Team work oriented: You will be a part of a small operations team where we all assist each other on a daily basis. You don't mind putting your own goals on hold to help and support your colleagues when needed.
- Strong administrative skills: Competency in capturing and recording data accurately.
- Attention to detail and accuracy: Even minor mistakes have great consequences, so attention to detail is essential.
- Travel experience - Professional and/or personal: You love to travel and have a passion for exploring.
- Tourism industry experience: Experience from a similar role in the tourism industry and/or in the coach tour operator industry will be an advantage.
- Microsoft Office: You are competent with Microsoft Office especially Excel.
- Microsoft Excel: You know how to set up Excel spreadsheets and how to work with formulas.





#### Qualifications

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

#### Experience

- Tourism industry experience in a similar role in the tourism industry and/or in a coach tour operator will be an advantage.
- Travel experience in a professional or personal capacity will be an advantage

Salary – R12 000.00 to R14 000.00 per month depending on industry experience (no benefits)

Start date: 01 July 2018

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

Email your cover letter and CV to: [jobs@expatexplore.com](mailto:jobs@expatexplore.com)

