

ANGAMA

TRAVEL PLANNER NAIROBI OR JOHANNESBURG OR...

Angama is recruiting a Travel Planner to join the Angama Safari's team, a terrific opportunity for an experienced, curious, and fun-loving professional, creating seamless travel experiences for our guests.

The ideal candidate will be an independent individual who:

- Is driven, curious, mad-about-guests and loves creating unforgettable journeys for others
- Has a good working knowledge of the complexities of travel within East Africa
- Has a fastidious attention to detail
- Is fanatical about service and delighting guests 24/7
- Is articulate both in the written and spoken word
- Is motivated, proactive and doesn't need to be micro-managed
- Is naturally empathetic and easily holds others' concerns
- Works well under pressure and can keep their sense of humour in a crisis
- Can naturally assimilate the Angama brand and its core values of Respect, Honesty, Courage, Joy & Ubuntu, including Angama's approach to transparency and teamwork

The role's primary responsibility is to plan East African travel arrangements for guests, including:

- Responding timeously and courteously to enquiries from all over the world
- Interpreting often-vague requests and translating them into travel plans
- Curating every element of an itinerary according to guests' personal preferences and tastes (and budgets!)
- Enquiring, holding, and booking partner travel arrangement within East Africa, including air, ground transport, accommodation and other services
- Ensuring booking details are accurately reflected in the system, including quoting, invoicing, and guest information and other pertinent details
- Providing real-time, internal feedback on guest logistics while in-country
- Liaising with the finance team to ensure collections are timely, yet communicated kindly

Candidates who meet all the below requirements will be at a distinct advantage:

- Educated to a tertiary level
- Demonstrable knowledge of high-end East African accommodation providers & travel logistics, including well-established relationships with stakeholders
- A minimum of 10 years of relevant experience in the tourism or hospitality industry, including a position as a travel planner for a tour operator or guest-facing travel provider
- Experience working with ResRequest or similar reservations or tour operating systems

Remuneration will be market-related and commensurate with a position of this standing. The position could be based in Angama support offices in Johannesburg, Nairobi or remote from anywhere in the world. Interested applicants who can demonstrate the required attitude, skills and experience are encouraged to submit their CV, a supporting note, and an informal video of no longer than 2 minutes to kristin.vanlelyveld@angama.com.

ABOUT

Swahili for 'suspended in mid-air', Angama offers high-touch safari experiences in one-of-a-kind locations across East Africa. Innkeepers at heart, the team finds joy in looking after guests and reconnecting them with the natural world. To create opportunities and make a tangible difference to the communities and ecosystems it operates in, Angama leases from landowners, hires locally and supports education, healthcare & conservation projects through its Foundation.

