

Job Description - Yellow Zebra Safaris

Job Title: Operations Executive (OE)

Reporting to: Operations Director (OD)

Working hours: Mon – Fri 09.00 - 17.30

Salary: £20 - 24k plus bonus based on company turnover

About Yellow Zebra:

Founded in 2012, Yellow Zebra is the UK's fastest growing safari company specialising in creating bespoke adventures to Africa. We are well recognised as a leader in our field and the company that is shaking up the safari industry. Our USP is the fact that our safari specialists are all professional safari guides, camp managers or people who were born and raised in Africa. We are a company of genuine safari experts. Our office is based in Kingston with 33 staff. It's a great working environment in an open-plan office with music played, staff parties and monthly social events.

Overview:

We are looking for a bright and proactive individual who has excellent administrative skills and a keen eye for detail to join our growing Operations team. You will report to the Head of Operations to support and assist with the day to day running of the Operations Department. The Operations Department plays a vital part in the administration and smooth-running of the business, the core focus of the department is to deal with all post booking administration and queries, to ensure accuracy of bookings and provide our clients with a high level of customer service throughout their booking process. You must have strong attention to detail, excellent communication skills, the ability to multi-task and be highly organised and self-motivated. In return we offer a competitive salary and a friendly and supportive working environment.

Role:

- Check supplier invoices match booking details
- Create client documentation using set templates
- Processing payments in from clients and out to suppliers within required timeframe.
- Dealing with changes to bookings
- Ensure all documentation is created and delivered with a high level of accuracy
- Liaise with external suppliers by email and phone
- Prioritise workload on a daily basis to ensure deadlines are met.
- Respond to client and supplier queries efficiently via telephone and email.

Preferred Experience:

- Previous experience in working in a customer service and/or administration based role
- Attention to detail and excellent grammar and spelling
- Confident, concise and clear telephone manner
- Competent computer skills including Word and Excel
- Able to work on own initiative and take ownership for completing tasks.
- Good organisation and numerical skills.
- Ability to efficiently multi-task.
- Travel experience within Africa, although this is not essential.