

Job Description - Yellow Zebra Safaris

Job Title: Safari Specialist (SS)

Reporting to: James Shortt, Sales Director (SD)

Working hours: Mon – Fri 09.00 - 17.30 and 10.30 – 19.00

Salary: £26 to £35k depending on experience, plus bonus based on company turnover (extra 5K to 15K)

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:

The key to our success is based around our team. We invest significantly in our safari specialists, guaranteeing them at least one trip to Africa every year. The trips are the best educationals we've seen in the industry; family and friends are encouraged to travel with our staff. Our sales approach is unlike many other companies with our team encouraged to sell trips that they would go on themselves rather than design safaris where we get the best commissions. We do not 'hard sell', choosing instead to focus on offering the best possible expert advice to convert a client. Our in house training is thorough and aims to develop highly skilled cross country experts; it is a major reason to work for the company.

Role:

- Communicating with clients via email, phone, and in meetings in the office
- Liaising with clients, listening carefully, and designing exciting tailor-made safari itineraries to reflect clients' interests
- Taking full ownership for and pride in the quality and accuracy of each safari you design
- Managing enquiries, tasks and workload to maintain YZ service standards
- Providing exceptional levels of customer service at all stages of the process – service levels are the core of our company

Preferred Experience:

- First-hand knowledge of Safari Africa, gained from working and/or living within East or southern Africa
- Experience selling cross-country Safari Africa (not essential)
- Excellent communication skills, including pleasant telephone manner
- Strong customer service skills, with an eye for detail
- Proactive, self-motivated and focused
- A passion for Africa and a desire to become a genuine Africa safari expert, drawing on your own knowledge and experiences to offer clients the best possible advice