



## Safari Specialist – Yellow Zebra Safaris (YZ)

**Job title:** Safari Specialist

**Reporting to:** James Shortt, Sales Director

**Working hours:** Mon–Fri 09.00–17.30 and 10.30–19.00 (Hybrid – 3 days a week in Kingston Office)

**Salary:** £32–38K depending on experience, plus performance-based bonus (extra 5K–15K)

**Location:** UK-based

### About Yellow Zebra:

Founded in 2012, YZ has been the UK's fastest-growing safari company. Specialising in creating authentic 'real' safaris, with a seriously high level of expertise, we are proud to have won multiple awards and to be recognised today as a leader in the field. In early 2021, YZ merged with Wilderness Safaris. Owners of the likes of Botswana's Mombo and Rwanda's Bisate properties, this company is a true pioneer of eco-tourism across the continent. Having devised plans for global conservation, YZ and Wilderness are now putting together an incredible sales team. Opportunities include working not only as a specialist for YZ, but also as a consultant for Wilderness Safaris.

The YZ office is based in Kingston-upon-Thames in the UK, but presently we are evolving into a more hybrid model of office days and working from home, with generally greater flexibility. The office itself is a superb open-plan space with music in the background. We also offer staff parties and monthly social events. The core interest of the owners has always been to look after our staff, which includes providing a fantastic working environment. The recent merger with Wilderness makes for a very exciting time; we are aiming to create something not seen before in the safari industry!

### Overview:

At YZ, the key to our success has always been 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 in the industry and we encourage our staff to travel with family and friends. Our sales approach is unlike that of many other companies, as our team focuses on selling trips that they would go on themselves rather than recommending safaris that would involve the most impressive commissions. We do not 'hard sell', choosing instead to offer the best possible expert advice. Our in-house training is thorough and results in highly skilled cross-country experts; this is a major reason to work for the company.

### Role:

- Communicating with clients via email and 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 – high service levels are essential at YZ.

### Preferred experience and attributes:

- First-hand knowledge of Safari Africa, gained from working and/or living within East or Southern Africa
- Specific experience selling Safaris within South Africa.
- 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 authentic advice.