



Safari Specialist

Job Title: Safari Specialist

Location: Kingston

Salary: £32 – 38K plus performance based bonus

Working Hours: 9:00 – 17:30 Monday to Friday with some late and weekend shifts.

Reports to: Sales Director

Founded in 2012, YZ has rapidly become the UK's leading safari company, celebrated for crafting authentic and immersive safari experiences with unparalleled expertise. We are proud recipients of multiple awards, underscoring our status as industry leaders. In early 2021, YZ merged with Wilderness Safaris, a pioneering force in eco-tourism with renowned properties such as Botswana's Mombo and Rwanda's Bisate. Together, YZ and Wilderness Safaris are advancing global conservation efforts and assembling a remarkable sales team. This initiative offers exciting opportunities to work as a specialist for YZ and as a consultant for Wilderness Safaris.

At Yellow Zebra, our success is driven by our exceptional team of safari specialists. We believe in investing in our people, guaranteeing them at least one trip to Africa every year. These exclusive trips are the best educational experiences in the industry, and we encourage our staff to bring family and friends to share in the adventure. Our unique sales approach sets us apart from other companies. Our team recommends safaris they would personally enjoy, focusing on providing the best possible expert advice rather than chasing impressive commissions. We don't believe in hard selling; instead, we prioritize thorough in-house training that produces highly skilled cross-country experts. Join YZ and become part of a team that values expertise, passion, and a customer-first approach.

Responsibilities

- Engage with clients via email, phone, and in-person meetings at the office.
- Listen carefully to clients' interests and design exciting, personalized safari itineraries.
- Take full ownership of and pride in the quality and accuracy of each safari you design.
- Handle enquiries and manage tasks and workload to maintain YZ's high service standards.
- Provide exceptional levels of customer service throughout all stages of the process, as high service levels are essential at YZ.
- Continuously update and expand your knowledge of safari destinations and experiences through regular training and personal travel.
- Develop and maintain strong relationships with clients, suppliers, and partners to ensure seamless safari experiences.
- Contribute to the development and implementation of effective sales strategies that align with YZ's customer-focused approach.
- Work closely with colleagues to share insights, improve processes, and enhance overall team performance.
- Gather and integrate client feedback to refine and improve safari offerings and customer service.
- Stay informed about industry trends and competitor offerings to maintain a competitive edge.

Preferred experience

- Extensive first-hand knowledge of Safari Africa, acquired through professional experience and residency in East or Southern Africa
- Experience in selling cross-country Safari Africa (preferred but not required)
- Outstanding communication skills, exemplified by a courteous and engaging telephone manner
- Exceptional customer service skills with a keen attention to detail
- Highly proactive, self-motivated, and goal-oriented
- Deep passion for Africa with a strong aspiration to become a true African safari expert, leveraging personal knowledge and experiences to provide clients with genuine and informed advice