VACANCY

SENIOR FIT JOURNEYSMITH

We are looking for an experienced and service-driven **Senior Journeysmith (Senior Sales Consultant)** to join our Sales Department. This role is responsible for designing and delivering customised safaris for individual travellers and groups, working closely with trade partners and the Sales Manager to create exceptional journeys. The successful candidate will combine destination expertise, commercial awareness, accuracy and responsive communication to nurture key client relationships and grow assigned agent business.

Responsibilities include but are not limited to:

- Consult with tour operators and travel agents to understand traveller requirements and prepare tailored itineraries, including accommodation, transport, activities, sightseeing and local flights.
- Prepare accurate quotations, costings, proposals, invoices and supporting travel documents.
- Use sales expertise to recommend suitable options, upgrades, specials and preferred products.
- Respond promptly to enquiries, communicate delays proactively and offer practical alternatives and solutions.
- Manage bookings and client records accurately using Tourplan, Safari Portal, Excel and related systems.
- Resolve routine queries and escalate serious matters affecting guests, partners, suppliers or quotations.
- Maintain professional relationships with trade partners, suppliers, colleagues, guides, operations and management.
- Review quotes prepared by Journeysmiths and mentor administrative support and junior consultants.
- Track unsuccessful quotations, release bookings in writing where required and complete ad hoc duties assigned by the Sales Manager.

Requirements:

- Namibian citizen
- Grade 12 and a diploma in Tourism Management, Business Administration or a related field.
- At least 5 years experience in a similar position, or 10 years experience across various roles in the tour operating industry.
- Sound knowledge of tourism products within Namibia.
- Strong understanding of booking and file-management systems.
- Fluency in English, with excellent verbal, written and listening skills.
- Strong problem-solving, decision-making, interpersonal and numerical skills.
- Computer literacy, including proficiency in Microsoft Office.
- High ethical standards, attention to detail and the ability to manage competing deadlines and priorities.
- Ability to work independently while reporting regularly to the Sales Manager.

Advantageous experience

- Experience using Tourplan.
- Knowledge of Botswana and Victoria Falls.
- Additional tourism qualifications or relevant destination-management experience.

Packages:

- Market related salary which includes:
  - Medical Aid contributions
  - Pension contributions
  - Long Service Awards (14th Cheques)
  - Performance based annual bonus (13th Cheques)

Please submit your CV and a concise cover letter outlining your relevant experience to **talent@ultimate.earth**

"Senior Journeysmith" as the subject line. Closing date **03 November 2026.**