

JOB DESCRIPTION

Effective From: Jan 2019

NAME:		REPORTING TO:	Contracting Manager
POSITION TITLE:	Contracting Executive	DIRECT REPORTS:	n/a
DEPARTMENT:	Contracting	LOCATION:	Johannesburg

POSITION PURPOSE

PEAK DMC is a global leader in providing a rich diversity of destination experiences to a wide customer group. Our goal is to build trusting customer relationships to secure repeat business for the local DMC and within our global network of DMCs. The Contracting team contributes to this success by providing quick and accurate quotations, confirmations and suitable alternatives to all accepted quotes for DMC clients, providing competitive prices, establishing and maintaining relationships with suppliers to secure the most advantageous contract terms. The team also completes all system loading work for all Intrepid Group brands and builds a stock of suitable product options to enable the Sales team and IG Brands to create itineraries based on customer needs.

With the guidance, tools and materials provided by the Contracting Manager, this role will provide support to the team and deliver service-level excellence for PEAK DMC. The Executive is responsible for the team achieving fast turn-around times and accurate loading and pricing.

The Executive will work with external booking systems and procedures, Travel Studio and other internal systems to manage the contract loading and negotiation with suppliers of all accommodation, transportation and required activities on trips in the region. During specific periods such as pricing the Executive provides administrative support to the manager in securing contracts, entering correct pricing and data into Travel Studio and other systems. This will require regular maintenance of all data and information so that the sales and IG brand function is able to accurately cost and compile itineraries. This will include IG product as well as external group series and FIT trips if required.

This role will complete product research, loading and pricing for internal as well as external clients. Where a contract is not able to be secured or there is a costing issue, the Executive will provide accurate feedback and alternatives where appropriate to ensure that customer service levels are maintained. The Executive will also work to improve processes and, along with the department Manager, will contribute to providing excellence in customer service.

QUALIFICATIONS, TECHNICAL SKILLS AND EXPERIENCE

- Strong destination/regional and local travel knowledge
- Contracting and Product management experience within travel industry
- Previous experience and ability to use a pricing/booking system (principally Travel Studio)
- Experience with ticketing and other reservations processes
- An understanding of and a passion for various styles of travel, including our different brands
- Strong written and spoken communication skills in English and a local language
- Strong computer skills, proficient in Microsoft Office
- Excellent organizational skills, attention to detail, with the ability to prioritize and manage own workload
- An understanding of and a belief in the Responsible Travel philosophy

SOFT SKILLS AND OTHER PERSONAL ATTRIBUTES

- Excellent organizational skills and attention to detail
- Demonstrating high standards of customer service
- confident and professional communication skills
- Can work independently and with a team
- Friendly and flexible
- Able to relax and have fun at work with the team and still meet objectives

VALUE ALIGNMENT AND PURPOSE

- Passion for travel and belief in Intrepid Group's responsible travel philosophy
- Understanding of and support for Intrepid Group's Purpose Beyond Profit ethos
- Clear alignment with Intrepid Group's values (Growth, Innovation, Fun, Responsibility, Passion, Integrity)
- A digital mindset

ACCOUNTABILITIES

This section outlines the areas of accountability for the role, the tasks that need to be performed within each area and how success will be measured. There should be no more than 8 Areas of Accountability and each job description must include Purpose Beyond Profit as an Area of Accountability.

Areas of Accountability	Key Tasks	Benchmark Measure
Supplier and Service Contracting	Assist in negotiating yearly and/or periodic contracts with PEAK Southern Africa's suppliers	Supplier Contracts negotiated and signed within budget and % costs managed while reduction targets met
Contracting Administration	Prepare PEAK DMC Contracts in template format and send to supplier, collect signed copies and maintain progress on Contracting Report	PEAK DMC Contracts signed with all PEAK SA's suppliers or alternatives sourced before the end of November each year Progress reported to Contracting Manager on a daily/weekly/monthly basis as requested
Supplier Communication	Managing the Contracting.za@peakdmc.com shared inbox as well as personal inbox	Respond to Supplier Enquiries and brand product department questions and action all queries within 24/48 hours.
Supplier Relationship Building	Developing a good working relationship with all PEAK Southern Africa suppliers (and PEAK East Africa where necessary)	Responding to all supplier enquiries timely while maintaining regular contact and no supplier complaints occurring.
Relationship Building with each Department	Ensuring all product and supplier related information is communicated accurately with each department within PEAK DMC such as Operations, Sales, Finance and Reservations; and providing ongoing support where necessary	Answer product related questions or provide supplier related information within 24 hours to other Departments as required and good feedback from all departments provided
Feedback and Supplier Management	Provide monthly reports to PEAK Southern Africa's suppliers on issues raised or as reports provided by Contracting Manager Following up and actioning complaints with suppliers in consultation with Manager as per Supplier and Feedback Management process	Maintain overall enjoyment, accommodation, camping, NPS and H&S scores above company average
Product Research	Maintaining a continuous unique product for PEAK DMC through conducting research for SERTs (Sustainable Experience-Rich Travel Product) and alternative arrangements actively	Maintain a high number of USP's as part of the travel product offered by PEAK DMC
Product Development	Assisting the Contracting and Operations Managers in developing new products and sourcing USP's/SERTs in the region, assessing new alternative destinations	Existing product developed, and itinerary feedback scores improved while new products developed each year
Travel Studio Loading	Entering data from rate sheets, contracts and other data sources into the internal data system – Travel Studio, sense checking Contract and Rates Administrator's data captured in Travel Studio	Accuracy of rates & information loaded following processes and procedures, Manager's Feedback
Package Creation & Pricing	Create Intrepid Group or External Group Series product/itineraries in Travel Studio and price according to correct client model, send package quotations to Internal or External brands	Accuracy of package information, Manager's Feedback and no agent complaints

<i>Systems Training</i>	<i>Provide training to other DMC departments or Contracting staff members on systems use and processes as required</i>	<i>System knowledge maintained within the company amongst all staff involved</i>
<i>Accounting and Invoicing</i>	<i>Supporting the Reservations and Finance Departments by collating all Payment Terms of PEAK Southern Africa's suppliers</i>	<i>All Payment Terms and Conditions accurately communicated, no complaints from other departments</i>
<i>Cost Amendments</i>	<i>Ensuring all changes to cash paid or contracted services as communicated by the Contracting or Finance Department are amended and loaded into Travel Studio or other external systems accurately</i>	<i>All cost information required by the Operations/Finance department for cash requests or trip funds are accurate All cost information required by Reservations for Purchase Invoice Approval are accurate</i>
<i>Process Improvements</i>	<i>Assist in establishing and maintaining contracting systems and processes which meet the Company's business needs and aligns with the global business</i>	<i>Completion of specified new policies and procedures or projects within timeframes allocated</i>
<i>Time Management</i>	<i>Work towards deadline given to reach departmental and overall company goals, as part of a team as well as independently</i>	<i>Deadlines and goals met</i>
<i>Managing Duty Phone</i>	<i>Direct, oversee, and manage daily calls on the 24-hour Duty Phone. Uphold and enforce company policies and procedures while helping stakeholders in the correct direction according to PEAK operating standards.</i>	<i>Emergencies well managed, no complaints from stakeholders such as Crew, Leaders, Suppliers and Other Departments within PEAK DMC</i>
<i>Purpose Beyond Profit</i>	<i>Understand Intrepid Group's Purpose Beyond Profit philosophy and educate each supplier contracted regarding PEAK's RT policies</i>	<i>Contribute to the achievement of the social, environmental and Intrepid Foundation goals as set by Intrepid Group each year</i>