



Travel Designer – Latin America, Africa and/or Polar Expeditions

Are you an experienced travel consultant with excellent knowledge of Latin America, Africa and/or Polar expedition cruising? Interested in flexible, remote working with great pay & travel benefits?

About Us

Recognised as one of Australia's leading tailormade travel experts, Eclipse Travel specialises in travel to extraordinary and sometimes remote destinations such as Antarctica, the Arctic, Africa, and Central and South America. We aim to inspire and facilitate incredible journeys that cater to our clients' unique interests, travel dates, and budgets, all while promoting responsible tourism and a deep appreciation for the world's most stunning and unique environments.

Our highly skilled team of travel experts are truly the best in the business, boasting extensive firsthand knowledge from living and travelling in the destinations we offer. We know exactly what the modern traveller wants from a destination specialist. From wildlife-focused adventures to small ship expedition cruises, honeymoons to multigenerational family holidays, we pride ourselves on crafting personalised trips that capture the essence of each locale, providing unforgettable memories and exceptional value for money.

The Role

Due to the steady increase in enquiries, Eclipse Travel is searching for another Travel Designer to join our team on a full-time permanent basis. We are looking for a true travel specialist who has strong customer service skills and an excellent track record in sales within the travel industry. Using your passion for travel, exceptional destination knowledge, and product expertise, you will be responsible for converting enquiries from clients into unforgettable travel experiences. As a pivotal team member, you will provide outstanding customer service, create tailormade itineraries, and collaborate with colleagues to uphold our reputation for excellence.

We are a small, innovative business without narrowly defined job roles. There are opportunities to help shape and grow your position and, depending on the interests and skillset of the consultant, this could include adding business development, product development or marketing responsibilities to the role.

Key Responsibilities

- **Deliver Exceptional Customer Service:** Provide unparalleled service to clients by understanding their needs and interests, offering suitable travel products, and crafting personalised itineraries.
- **Utilise Expertise:** Leverage your destination knowledge of Africa, Latin America, or small ship expedition cruising to the Polar regions to curate unique travel experiences within clients' budgets, ensuring memorable adventures.
- **Construct Airfares:** Seamlessly construct airfares to match itineraries and effectively deal with any changes to these tickets once issued. We use Travelport (Galileo), and ticketing is done via a consolidator.



- **Achieve Sales & Margin Targets:** Exceed sales targets and maintain ample margins, while consistently earning positive customer feedback that showcases your dedication to client satisfaction.
- **Swift Responses:** Respond promptly and thoroughly to new enquiries, demonstrating efficiency and expertise in addressing clients' needs.
- **Team Collaboration:** Work cohesively within our lively closeknit team, providing support, covering colleagues when necessary, and participating in shared team incentives.
- **Accountability:** Take full ownership and responsibility for your bookings, showcasing strong organisational skills and meticulous administration of reservations and any issues that may arise.
- **Self-Management:** Be mature and self-disciplined, managing your tasks effectively in a remote working environment without any micromanagement.

Compensation & Benefits

- Competitive base salary (\$60,000 - \$80,000, depending on experience) + excellent commission potential (OTE \$100k +)
- 5 days of family leave per year, in addition to your annual leave
- Discretionary bonuses from management dependent on performance
- Bonusly rewards program
- Fully remote working
- Family opportunities to our specialist areas (some of the most beautiful and sought-after destinations on planet Earth!)
- Significant discounts on personal travel to our specialist areas
- Regular opportunities for product training to grow your destination knowledge
- Working with a fun-loving, high-performing, and supportive team of likeminded travel enthusiasts

To apply, please send your CV and a cover letter to enquiry@eclipsetravel.com.au. In your application, please include details of your first-hand travel experience in the areas we specialise in (Africa, Latin America, Antarctica, and/or the Arctic), and also details of your flight GDS experience.