

WALK INTO LUXURY

Senior Journey Designer Position Description

Major Goal:

To provide a seamless and professional booking process through high-end journey design and customer service.

Objectives:

1. Deliver an exceptional customer experience in line with the Walk into Luxury brand, values and 'Way we Work' principles
2. Convert complex custom enquiries through product knowledge and the ability to listen and add value to client's journeys
3. Mentor less experienced Journey Designers and Res team through best practice and demonstrating efficient and effective ways to support our clients

Reporting Lines

Reports to and supports: Lead Journey Designer

Works closely with: Product & Operations teams to ensure accuracy of product pricing and seamless guest experience. Accounts team to ensure accurate invoicing.

Role structure and work environment

This is a full-time role, which is available in Perth - in a hybrid work environment attending our South Perth office one day a week – or as a fully remote opportunity from Melbourne or Sydney.

Key functions

The key responsibilities for this position are detailed below.

- Monitor new enquiries in CRM, responding to assigned customer enquiries using your extensive product knowledge and in line with expected response times and our company values. You will be a key part of the face of our company and the first impression a customer has of Walk into Luxury, so the ability to craft a professional and effective response to enquiries will be critical to your role.
- Design and sell custom, longer or complex itineraries in Australia, New Zealand, Patagonia, Japan, Norway, Bhutan & Nepal, Sri Lanka and other destinations where Walk into Luxury offers tours.
- Prepare customer quotes and invoices in our booking system having regard to Walk into Luxury's margins and financial targets.
- Help mentor Journey Designers and delegate work to the Res team who support the design team.
- Handle customer concerns and unexpected challenges with professionalism and a solution-focused mindset, ensuring client satisfaction and preserving long-term relationships.
- Work with other team members to ensure the seamless delivery of each Walk into Luxury journey with the utmost attention to detail and eye for maximizing the customer experience.

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- Keep the relevant records and workflows up to date for your bookings to ensure nothing is missed. Although tasks will be delegated to reservations team, you will ultimately be responsible for overseeing the booking of your client's trips.
- Build customer rapport with a particular focus on following a journey through to completion and reconnecting with guests when they return home and helping book their next journey.
- Action any cancellation or amendment requests and manage any complex refunds, cost updates or product/supplier research as needed.
- Proactively engage with clients to nurture relationships and forward bookings.
- Ensure timely filing of emails and documents in relevant systems and assist with maintaining up-to-date customer and bookings records.
- Ensure all bookings are communicated to the relevant team members and external service providers in a timely manner with a focus on maintaining a professional and effective relationship with all partners, team members and other stakeholders.
- Ensure customer and business data is filed appropriately and always kept confidential unless consent to disclose is provided.
- Participate in answering phone enquiries, as required.
- Participate in emergency phone roster after some time in the role (you will likely be assigned the phone one week every 6-8 weeks).
- Support the Lead Journey Designer with upskilling the team, providing feedback, and responding to customer concerns as needed.
- Any other duties as may reasonably be requested or required as the position and business evolve.