

POSITION DESCRIPTION: Senior Journey Designer

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 and custom enquiries through product knowledge and the ability to add value to client's journeys
3. Mentor the Journey Assistants through best practice and demonstrate efficient ways to support the Journey Design team effectively

Reporting Lines

Reports to: 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

Key functions

The key responsibilities for this position are detailed below.

- Monitor bookings email account and CRM, responding to all customer enquiries using your extensive product knowledge and in line with JD service agreement and WIL Values – upselling, switch selling, adding value. You will be a key part of the face of our company and the customer experience you deliver will be critical to your role
- Plan and sell custom, longer or complex itineraries to the best of Australia, New Zealand, Patagonia, Japan (and future destinations) showcasing Walk into Luxury owned product and partner products
- Prepare customer quotes and invoices in Tourplan having regard to Walk into Luxury's margins and financial targets
- Help mentor Journey Designers and delegate work to Journey Assistants who support the 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 booking and broader 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
- Keep the Journey Design Runsheet updated with any booking tasks that require actioning for your bookings
- Build customer rapport with a particular focus on following a journey through to completion and reconnecting with guests when they return home, to book their next journey
- Action any cancellation or amendment requests and manage any complex refunds, cost updates or availability research as relevant
- Proactively engage with clients to nurture relationships and forward bookings

- Ensure timely filing of emails and documents in relevant folders and assist with maintaining up-to-date customer and bookings records. Actioning next steps in the enquiry-booking feedback process as needed
- 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
- Save detailed Accounts and Bookings notes and, when required, clear calculation of on-the-ground time in Tourplan to enable Operations team to deliver guest experiences on budget
- Participate in answering phone enquiries, as required
- Participate in emergency phone roster after some time in the role (once every 1-2 months)
- Any other duties as may reasonably be requested or required as the position and business evolve