



VACANCY: SENIOR TRAVEL CONSULTANT – AFTER-HOURS SERVICES

Location: Windhoek, Namibia

Company: Trip (Pty) Ltd

Company Introduction

Trip Travel is a trusted leader in the travel and tourism industry in Namibia, delivering exceptional travel solutions to corporate and individual clients. With a strong commitment to service excellence, responsiveness and innovation, we continue to provide professional travel management services to clients across a wide range of industries.

Role Purpose

We are seeking a highly experienced and customer-focused **Senior Travel Consultant – After-Hours Services** to join our after-hours support team.

The successful candidate will provide expert travel assistance to corporate clients outside normal business hours, managing complex international itineraries, urgent bookings, travel disruptions and traveller emergencies.

This role requires a highly skilled corporate travel professional with strong GDS expertise, sound judgement and the confidence to work independently in demanding situations. The incumbent must be able to manage high-pressure travel incidents while consistently delivering exceptional client service.

Key Responsibilities

- Provide expert after-hours travel support to corporate clients.
- Manage complex domestic and international travel arrangements.
- Handle urgent reservations, ticketing, itinerary amendments, rerouting and reissues.
- Manage complex fare construction and ticketing requirements.
- Resolve flight cancellations, delays, missed connections and other major travel disruptions.
- Provide emergency travel support during critical incidents.
- Support travellers with urgent international travel requirements.
- Liaise with airlines, hotels, car rental companies and other suppliers to resolve complex travel issues.
- Apply corporate travel policies and traveller risk management principles.

- Provide guidance on visa requirements, travel regulations and supplier conditions where applicable.
- Maintain accurate records of bookings, transactions and after-hours interventions.
- Complete required administration and reporting.
- Deliver a consistently high standard of customer service and professional judgement.

Minimum Requirements

- Grade 12 / Matric.
- A recognised qualification in **Travel and Tourism**.
- **Amadeus certification**.
- Minimum of **5+ years' experience in corporate travel management**.
- Extensive experience managing complex international itineraries.
- Proven experience handling emergency travel situations and after-hours support.
- Strong understanding of corporate travel policies and traveller risk management.
- Strong knowledge of reservations, ticketing, reissues and fare construction.
- Ability and willingness to work rotational after-hours shifts, including evenings, weekends and public holidays.

Preferred Qualifications and Experience

- Advanced GDS qualifications.
- Additional airline fare and ticketing certifications.
- Training in customer service.
- Training or experience in travel risk management.
- Experience working with **QuickTrav**.

Technical Skills

- Advanced proficiency in GDS systems, preferably **Amadeus**.
- Strong airline ticketing, reissue and rerouting capability.
- Experience using corporate online booking tools.
- Proficiency in **Microsoft Office Suite**.
- Proficiency in **QuickTrav**.
- Experience using CRM and travel management systems.

- Strong knowledge of visa requirements, travel regulations and supplier agreements.

Competencies

- Strong customer focus.
- Excellent verbal and written communication skills.
- Advanced problem-solving and decision-making ability.
- High level of attention to detail and accuracy.
- Strong time management and prioritisation skills.
- Resilience and composure under pressure.
- Adaptability and flexibility.
- Ability to work independently and take ownership of urgent client requirements.
- Strong interpersonal and supplier liaison skills.

Key Performance Indicators

- Average response time to after-hours calls and emails.
- Client satisfaction ratings.
- First-contact resolution rate.
- Booking accuracy rate.
- Travel disruption resolution effectiveness.
- SLA compliance.
- Revenue and transaction targets, where applicable.
- Quality assurance and audit scores.

Working Conditions

- Rotational after-hours shifts.
- Availability during evenings, weekends and public holidays.
- Participation in an after-hours duty roster.
- Remote or hybrid work environment, subject to company requirements.
- Additional support during major travel disruptions and critical incidents when required.

Success Profile

The successful incumbent will be a confident, highly skilled and experienced corporate travel professional who thrives in a fast-paced environment and remains calm under pressure. They will serve

as a trusted after-hours travel expert, applying sound judgement and extensive industry knowledge to resolve complex travel requirements and emergencies efficiently.

Application Procedure

If you meet the requirements for this role and are ready to contribute to the success of our company, please apply through our recruitment portal at www.jobopportunities.net.

Ensure your application includes a detailed cover letter, a comprehensive CV, and any relevant certifications.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.

Closing Date: 18 September 2026 @ 7:00PM

Trip (Pty) Ltd is an equal opportunity employer. We encourage applications from candidates who meet the requirements and are eager to contribute to our dynamic team.