



VACANCY: INTERMEDIATE 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 an experienced and customer-focused **Intermediate Travel Consultant – After-Hours Services** to join our after-hours support team.

The successful candidate will provide professional travel assistance to corporate clients outside normal business hours, including urgent bookings, itinerary changes, travel disruptions and traveller emergencies.

This role is suited to a travel professional who is confident working independently, has strong reservation and ticketing knowledge, and can remain calm and service-focused in a fast-paced after-hours environment.

Key Responsibilities

- Provide professional after-hours travel support to corporate clients.
- Manage urgent reservations, bookings, ticketing and itinerary amendments.
- Handle domestic and international travel arrangements.
- Process airline ticketing, reissues, rerouting and fare-related changes.
- Assist travellers during flight cancellations, delays, missed connections and other travel disruptions.
- Provide emergency travel assistance when required.
- Respond promptly to after-hours calls, emails and client requests.
- Liaise with airlines, hotels, car rental companies and other travel suppliers.
- Ensure bookings comply with applicable corporate travel policies and client requirements.
- Maintain accurate booking, transaction and travel records.

- Complete required after-hours administration and reporting.
- Provide a consistently high level of customer service.

Minimum Requirements

- Grade 12 / Matric.
- A recognised qualification in **Travel and Tourism**.
- **Amadeus certification**.
- Minimum of **3–5 years' experience in corporate travel consulting**.
- Strong knowledge of reservations, ticketing and fare construction.
- Experience managing international travel arrangements.
- 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

- Proficiency in GDS systems, preferably **Amadeus**.
- Airline ticketing and reissue skills.
- Experience with corporate online booking tools.
- Proficiency in **Microsoft Office Suite**.
- Proficiency in **QuickTrav**.
- Experience using CRM and travel management systems.
- Knowledge of visa requirements, travel regulations and supplier agreements.

Competencies

- Strong customer focus.
- Excellent communication skills.
- Strong problem-solving ability.

- High level of attention to detail.
- Effective time management.
- Resilience and ability to remain calm under pressure.
- Adaptability and flexibility.
- Ability to work independently.

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.
- Occasional support during major travel disruptions and critical incidents.

Success Profile

The successful incumbent will be a confident and customer-focused travel consultant who is able to work independently, make sound decisions and remain calm under pressure. They will provide efficient and accurate after-hours support while ensuring travellers receive professional assistance when they need it most.

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.