

VACANCY: TRAVEL CONSULTANT

Company: RENNIES BCD Namibia

Location: Swakopmund, Namibia

Closing Date: 31 October 2026 @ 7:00PM

ABOUT THE ROLE

RENNIES BCD NAMIBIA is a dynamic travel management company specialising in corporate and leisure travel. We are seeking an enthusiastic, service-driven and experienced Travel Consultant who is passionate about travel and committed to providing first-class customer service.

The successful candidate will be responsible for planning and managing domestic, regional and international corporate and leisure travel, including complex itineraries, VIP travel, inbound travel and cruises. The role requires strong travel product knowledge, excellent client service, sound GDS expertise and the ability to manage clients' travel requirements from initial enquiry through to completion.

KEY RESPONSIBILITIES

- Receive and action client travel requests within agreed service levels and turnaround times.
- Plan and coordinate domestic, regional and international corporate, leisure, VIP, inbound and cruise travel.
- Source and present suitable flight, accommodation, vehicle hire and transfer options.
- Prepare quotations, obtain client approval and complete bookings, confirmations, ticketing and travel documentation accurately.
- Design and manage comprehensive and complex travel itineraries.
- Verify applicable visa, health, insurance and destination requirements and advise clients accordingly.
- Maintain accurate client profiles, including traveller preferences, loyalty programme details, seating and meal requirements.
- Monitor PNRs and queues and follow up on outstanding or unapproved bookings.
- Process refunds and domestic and international ticket reissues accurately.
- Research destinations and travel market changes and provide clients with informed recommendations.
- Promote preferred suppliers, ancillary travel products and value-added services where appropriate.
- Use approved travel systems, technology and automation platforms effectively.
- Provide after-hours support when required, including rotational responsibility for the emergency phone.

MINIMUM QUALIFICATIONS & EXPERIENCE

- Diploma or relevant qualification in Travel and Tourism.
- Ticketing & Fares Certificate(s) and other relevant travel-related certification.
- Minimum of 2 years' recent experience within an IATA-accredited/licensed Travel Management Company.

- Strong proficiency in Amadeus or another recognised GDS/travel system; Quicktrav knowledge will be an advantage.
- Proven experience in corporate and leisure travel, including domestic, regional and international reservations.
- Experience with complex itineraries, ticketing, fares and reissues.
- Experience in VIP, inbound and cruise travel will be highly advantageous.
- Strong geographical knowledge and familiarity with international travel requirements.
- Working knowledge of Microsoft Office, including Outlook, Word, Excel and Teams.

SKILLS & COMPETENCIES

- Excellent customer service and client relationship-building skills.
- Strong communication and consulting skills.
- Sound fares, ticketing and creative ticketing knowledge.
- Strong organisational and time-management skills.
- Excellent attention to detail and accuracy.
- Strong problem-solving and research abilities.
- Commercial awareness with the ability to identify sales and upselling opportunities.
- Ability to work effectively in a fast-paced and busy environment.
- Proactive, adaptable and self-motivated, with the ability to work independently and as part of a team.
- Ability to take ownership of reservations, client queries and complaints while maintaining professional etiquette.

ADDITIONAL REQUIREMENTS

- Applicants must be Namibian citizens or permanent residents.
- Willingness to provide occasional after-hours support when required.
- An established client base will be an advantage.

HOW TO APPLY

If you meet the above requirements and would like to join Rennies BCD Namibia, please submit your application, including a detailed CV and relevant qualifications/certificates, through Jobopportunities.net.

Applications must be submitted via the recruitment portal at www.jobopportunities.net.

Only candidates meeting the minimum requirements should apply. Only shortlisted candidates will be contacted.

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