



Position Title: APX Manager

Location: Bryanston, Johannesburg

Reporting to: Head of Commercial Development

Type of contract: Full Time

Background

African Parks is a non-profit conservation organization founded in 2000 that manages 20 national parks and protected areas in 11 countries covering 17 million hectares. This is achieved through long-term agreements with national governments, putting in place funding solutions and establishing good governance and management to achieve ecological, social and financial sustainability.

Job Purpose:

The APX Manager will ensure the professional execution and planning of APX both in specific APX camps as well as on all donor park visits. Their role will be two-fold. The first is in ensuring the highest quality of experience by direct involvement in the camp design, operations and management. The second, to help plan and deliver an itinerary as part of oversight and management of specific Travel designers. The APX Manager will assist the APX private guide network, Fundraising Teams and Donor Managers in designing, planning and booking the components of an APX trip in consultation with the Operations Team. From time to time, the APX Manager will also assist the AP Commercial and Operations Team in planning and executing board or special event trips

Key Responsibilities

The roles and responsibilities are varied and wide and not limited to the following:

1. APX Camps

- Involved in the recruitment and training of key staff to deliver an authentic and professional African Parks experience.
- Ensure the best hospitality standards are met in each camp or experience.
- Reporting on the financial performance of each camp.
- Involved in design, planning and delivering new APX products

2. Travel Design

- Responsible for professionally managing the reservations, booking process and itineraries for all APX clients either potential or existing donors and board members.
- In conjunction with the Donor Managers & Operations team, the APX Manager will participate in planning and debrief sessions for every trip.
- Point of contact for bookings of any APX Private Guide and donor account holder
- Ensure all CRM activity and notes are kept up to date and accurate
- Follow due reservations process and ensure accurate input of codes and notes into our hospitality business management tool (Res Request)

3. Ground Handling

- Build knowledge of all AP destinations and advise key selling points to the Private Guide and Donor teams. These destinations and ground handling activities include but are not limited to:
 - Main city transit accommodation, city tours, transfers, meet and greet services
 - Booking charters or domestic flights

4. Logistics and Liaison

- Accurate planning and communication with the helicopter and fixed wing pilots for all APX clientele.
- Point of contact for the donor teams and operations team for information regarding sightings, guest feedback, weather and any other issues
- Being the point of contact for handling issues such as lost luggage, flight delays, missed transfers and any other issues that require operations 'know-how' in order to effectively remedy in an efficient and timely manner.

5. Reporting

- Maintaining the Salesforce system in order to measure APX effectiveness.
- Create an APX performance dashboard and report on it to Head of Commercial Development.

Other responsibilities

6. Marketing

- The APX Manager will need to ensure all marketing materials and gifting for APX are kept up to date and relevant.

7. Emergency Phone

Assisting the PMUs in handling the 24hr emergency phone in case of out of hours emergencies for APX clientele.

Requirements for the Role

- Tertiary qualification
- Proven track record of at least 8 years in the high-end safari experience industry space both in operations and sales or reservations. (with at least 3 of those years in a managerial role)
- Proven track record of delivering detailed work with a high level of accuracy.
- Proven track record of relationship management with industry peers
- Proven experience using Resrequest
- Excellent planning and organizational skills
- Strong initiative and creativity
- Team player who shares ideas and learning with others
- Professional with a sense of fun
 - Excellent ability to build and manage relationships with a wide variety of people and cultures
 - Computer literate in Excel, Word, Powerpoint
 - Working knowledge of French, a distinct advantage.
 - Independent and self-motivated
 - Comfortable with multi-tasking, and managing many moving parts across a variety of stakeholders/parties
 - Very capable of nuanced and complex written and verbal communication

To apply, please email your CV and cover letter to hadmin@africanparks.org by 15 August 2022. Should you not hear back from us within 2 weeks after closing date, please take it that your application was unsuccessful.