

travel counsellors



®

General Manager

Travel Counsellors is the largest and most successful home based travel agency with over 1200 professional, full time Travel Counsellors operating in seven countries and with global sales this year of \$550m. We wish to appoint a General Manager based in our office in Melbourne to lead our business in Australia.

At Travel Counsellors we empower and support our agents to build unique friendships and super relationships with their customers. Our focus on attracting the best agents, combined with our unparalleled support, technology and experience, has enabled us to achieve one of the highest customer loyalty scores in the world*.

You will have a proven track record in the Australian travel industry. You will have established relationships with major suppliers and a superb reputation for delivering what you promise and building and nurturing a successful travel agency network. Your reputation and professionalism within the industry will be second to none.

** Confirmed by the Net Promoter Score (NPS), a globally recognised measurement of customer satisfaction*

You will be positive, passionate, commercially minded and professional. With integrity, honesty and a willingness to believe that relationships and trust are just as important as bottom line short term success.

You must be able to spot and nurture talent, earn their respect by leading by example and be focused on being the best at everything that you do. You will already be in a leadership role or demonstrate the desire to step up to that level and be able to communicate and execute our strategy and values in the Australian Market.

We offer a superb compensation package, including equity participation linked to performance.

If you have the drive and ambition to realise our and your potential, we would love to hear from you. For a private and confidential discussion for this position only please email our Global CEO Steve Byrne at gm@travelcounsellors.com.au