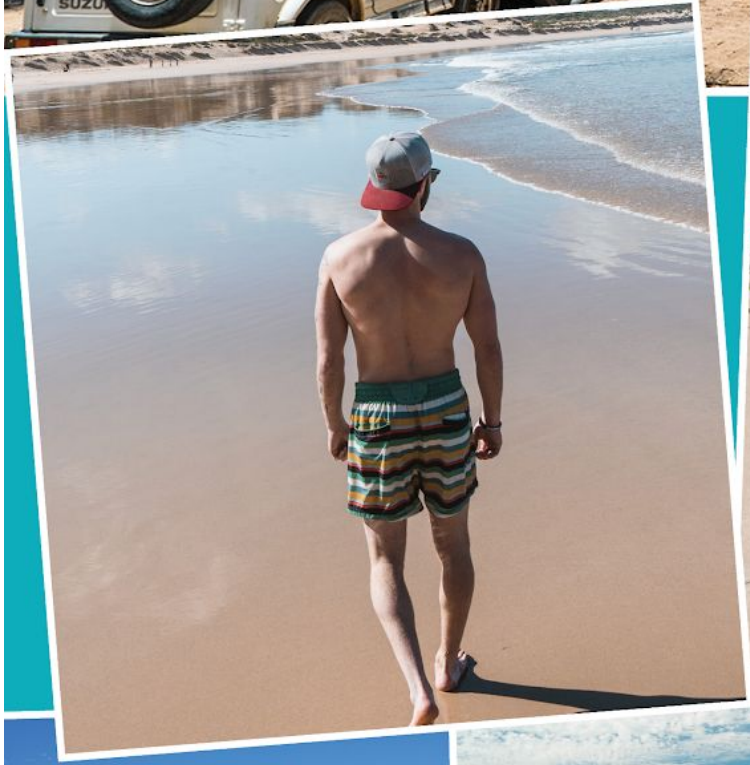


# ULTIMATE

## AUSTRALIA TRAVEL INTERNSHIP INFORMATION PACK



YEARLY INTAKES - APPLY TODAY

JOIN US ON THE ULTIMATE ADVENTURE!



*Want to live the dream of completing your internship in Australia?  
Then we want you!*

Ultimate Adventure Travel isn't just a tour company, it's a lifestyle embraced by all our crew. We strive to create unforgettable memories by connecting travellers from all over the world on epic & unique adventures. Based in Sydney, Australia, we specialise in operating group tours within Australia, New Zealand, Thailand, Vietnam & Bali.

Ultimate Travel supplies a range of work & travel services to the inbound working holiday market. Our clients are primarily aged 18-30 years old from the UK, USA, Canada, The Netherlands, Germany, Belgium, France and Italy. Our work & travel experts help customers get set-up in Sydney, find employment through our job agency Travellers at Work (TAW) and plan their onward travel through Australia.

An internship with Ultimate Travel is a great way to gain valuable work experience in a fun, young and dynamic team environment. Working at Ultimate Travel HQ in Sydney, Australia you will fulfil a range of important functions within the team, and gain skills and experience that will help in your future career.

Reporting to the main management team and working alongside all members of the crew, you will spend time assisting within many areas of our business:

- Office administration duties
- Customer service & support
- Assisting tour leaders

An internship with us will not only give you a chance to learn new skills, but will be an exciting opportunity to live and work in Australia.

## APPLY NOW

**Email a cover letter and your resume to [sophie@ultimate.travel](mailto:sophie@ultimate.travel)**

Please provide information on why you would like to work with Ultimate Travel and why you would make an amazing Intern!

*Only successful applicants will be contacted*





The Ultimate Intern is hands on and assists all Ultimate Travel departments. They will actively contribute to the Operations and Reservations teams. They will also be the primary contact for all incoming phone calls for the office and will be responsible for connecting each call to the correct department and/or assisting the caller themselves.

They oversee the management of the UltimateOz mail service including all customer correspondence. They will look after SIM card activation, Tax File Number applications and offer general admin assistance, including assisting our marketing & design team with parts of the creative process. They will offer face-to-face customer service in the office and help Ultimate group leaders with the guiding of groups (if required).

### **We are looking for an intern matching the following criteria:**

- Great with people / team player
- Outgoing, energetic personality
- Admin & customer service experience preferred
- Must be able to identify with our 18-35 backpacker target market
- Not afraid to ask questions
- Willing to learn new skills
- Excellent English speaker
- Conversational German/Dutch/French is desirable
- Have a passion for travel!

### **Perks include:**

- Opportunity to join parts of the UltimateOz tour during your first week
- Discount trips & tours whilst in Australia
- Work with an AWESOME team!

### **What is required?**

Internships are available from 12 weeks to 6 months.

- Internships are unpaid
- Studying at University with the intention that the internship contributes to course credit
- Skype interviews conducted before internship offer

## KEY RESPONSIBILITIES

### *Front Office / Customer Service*

- Meeting and greeting customers, initiating conversation and directing them to the right department
- Answering the phone & redirecting to the right department
- Face-to-face customer service, handing out mail, basic travel bookings

### *Administration*

- Replying to all queries via email related to the UltimateOz mail service (English only)
- Coordination, managing and processing new bookings for all Ultimate Tours daily
- Checking Invoices (Accommodation, Shuttle, etc.)
- Assisting the Reservations Coordinator & Operations Manager with daily tasks
- Processing Mail Service Orders
- Registering and scanning of mail
- Visiting post office during the week to redirect letters / parcels
- Updating mail archive and dispose of expired items
- Applying for Tax File Numbers
- Activating SIM cards and save phone numbers in the UltimateOz database
- Assisting with general admin duties
- Assisting group leaders with social activities (e.g. city / beach walk, harbour cruise, basecamp)

### *Marketing / Design*

- Taking responsibility for UltimateOz group photos by using photoshop (editing & uploading)(dependent on availability)

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