

JOB DESCRIPTION

POSITION:	Tailor-made Sales Specialist
DEPARTMENT:	Private Groups Team EMEA
REPORTING TO:	Private Groups Manager
HOURS:	Full Time
LOCATION:	Brixton London
DATE UPDATED:	August 2018

POSITION PURPOSE:

- Maximise sales of Intrepid custom groups for direct passengers, key industry & commercial partner accounts within the EMEA region
- Create inspiring and immersive tours for well-known brands or specialist partners
- Oversee the execution of the tours ensuring a great experience for our travelers
- Achieve and exceed set sales targets
- Responsible for costing quotations in terms of mark-up and profit
- Deliver excellent customer service
- Ensure that there is close alignment with Intrepid values and goals
- Cultivate relationships with overseas/UK suppliers ensuring the best service and price

RELATIONSHIPS:

- Overseas DMCs (Destination Management Companies) and external suppliers
- Sales Teams and BDM's within the EMEA region

QUALIFICATIONS AND EXPERIENCE:

- Proven sales record working towards sales targets
- Product and/or post sale customer services experience
- Personal or professional travel experience in multiple destinations in which Intrepid operate
- Experience in selling private groups/tailor-made (including booking flights)

OTHER SKILLS AND ATTRIBUTES:

- Self-starter - not afraid of targeting & generating leads
- An ability to close the business
- Excellent communication skills
- Positive attitude with a strong personal drive to achieve
- Shares Intrepid's values for responsible travel
- Strong organisational skills

Accountabilities	Tasks
Create inspiring product	<ul style="list-style-type: none"> • Use your own knowledge and available resource to create unique specialist product for our partners, while maintaining the Intrepid experience, standard and core values. • Source the best flights available • Cost the trip to secure the sale while maximising profit • Follow-up on all enquiries to maximise conversion
Performance standards / objectives	<ul style="list-style-type: none"> • Exceed individual revenue targets • Exceed monthly team sales target
Attention to detail	<ul style="list-style-type: none"> • Oversee the booking process from start to finish • Deliver a high level of accuracy in each itinerary • Go the extra mile to deliver excellent customer service to our partners and their customers
Product knowledge	<ul style="list-style-type: none"> • Attend and deliver training when required • Create unique product, add to the system and liaise with other members of the team to negotiate the best rates • Work closely with suppliers to get the best itinerary & price
Business development	<ul style="list-style-type: none"> • Generate new ideas to constantly improve and generate future business with our white label accounts • Create and maintain good relationships with select industry and specialist partners