

JOB DESCRIPTION

Effective From: June 2019

NAME:	Simon Evans	REPORTING TO:	FIT & Polar Sales Manager
POSITION TITLE:	Destination Specialist	DIRECT REPORTS:	
DEPARTMENT:	Sales	LOCATION:	Brixton Office, London

POSITION PURPOSE

As a Destination Specialist you will be required to plan and sell tailor made itineraries to Latin America and polar cruise packages. Working with direct customers and industry partners, you will be working on our inhouse reservations system and will need to provide expert knowledge on the destinations and products available. You will handle all aspects of the customer journey from the planning and quote stage to booking all services, managing your own accounts, and following up with the clients upon their return to increase your chances of repeat business. Working in a small and friendly team, you will be sales and target focussed while also providing a high level of customer service.

QUALIFICATIONS, TECHNICAL SKILLS AND EXPERIENCE

Essential

- Extensive travel experience in Latin America and a passion for travel generally
- Good organizational skills and experience in working with Microsoft Outlook, Excel, Word
- Ability to speak and write in German

Desirable

- Travel experience in the polar regions
- Experience of working with Amadeus flight booking system
- Excellent in written and spoken English
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SOFT SKILLS AND OTHER PERSONAL ATTRIBUTES

Essential

- Strong verbal and written communication skills and a proven ability to build rapport and listen well
- Strong capacity to handle multiple tasks and manage varied workload effectively
- Strong time management skills

Desirable

VALUE ALIGNMENT AND PURPOSE

Essential

- Passion for travel and belief in Intrepid Group's responsible travel philosophy
- Understanding of and support for Intrepid Group's Purpose Beyond Profit ethos
- Clear alignment with Intrepid Group's values (Growth, Innovation, Fun, Responsibility, Passion, Integrity)
- A digital mindset

ACCOUNTABILITIES

Areas of Accountability	Key Tasks	Benchmark Measure
Create inspiring product	<ul style="list-style-type: none"> Use your own knowledge and available resource to create unique specialist product for our clients, while maintaining the Chimu 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 Objectives	<ul style="list-style-type: none"> Achieve weekly and monthly sales revenue targets, whilst at the same time ensuring a high degree of accuracy and maintaining a great sales culture. Exceed personal revenue target. Exceed monthly team sales target. Ensure consistently prompt response to phone, email & livechat enquires Pro-actively contribute to best practices initiatives to improve sales and service standards <p>Adhere to published Customer Service Standards and Data Protection Act</p>	
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 Create and maintain good relationships with select industry and specialist partners 	
Purpose Beyond Profit	<ul style="list-style-type: none"> Understand Intrepid Group's Purpose Beyond Profit philosophy and contribute to the achievement of the social, environmental and Intrepid Foundation goals as set by IG each year 	<ul style="list-style-type: none"> Contribute to the achievement of the social, environmental and Intrepid Foundation goals as set by Intrepid Group each year