

## JOB DESCRIPTION & ACCOUNTABILITIES

<b>NAME:</b> TBC		<b>REPORTING TO:</b>	General Manager, PEAK DMC Ecuador
<b>POSITION TITLE:</b>	Sales Team Leader	<b>DIRECT REPORTS:</b>	Sales Representative
<b>DEPARTMENT:</b>	Sales	<b>LOCATION:</b>	Quito, Ecuador

### POSITION PURPOSE:

PEAK DMC is a global leader in providing a rich diversity of destination experiences to a wide customer group. Our Sales team is responsible for Galapagos and Ecuador and are skilled at 'wowing' business and direct customers with amazing options, while achieving excellent quote-to-purchase conversion rates. Our goal is to build trusting customer relationships to secure repeat business for the local DMC and within our global network of DMCs. The Sales team are rewarded for sales success – they also make a significant contribution to the success of DMC!

With the guidance, tools and materials provided by the DMC Global Sales team, this role will provide leadership to the team, grow sales and deliver service-level excellence for PEAK DMC. The Sales Team Leader is responsible for the team of consultants achieving sales targets and exceptional customer performance levels in consultation and booking of tailored FIT trips. The leader will provide guidance, training and direction as the team consults, sells and ensures accurate bookings of group and tailored FIT trips. The team will build itineraries and provide customer service based on the PEAK DMC standards, company philosophies and operational systems. The Sales Team Leader will also service their own clients and take a more hands on role in overseeing management of complex or higher value clients.

Working alongside the contracting and reservations teams, the Sales team is the primary contact for our external customers and manages all points of the customer experience, up to trip departure. A deep understanding of new and existing product components and itineraries is essential. Each team member's focus will be to assess customer needs and potential 'wants' and provide customised product options, both proactively and on request. The consultant will follow through with the customer to secure the sale and ensure that the booking to departure process fits our high customer-service standards.

### QUALIFICATIONS AND EXPERIENCE:

- Previous supervisory experience, including leading a team to sales success through coaching, training & developing
- Strong knowledge of the Galapagos boats and land itineraries in Galapagos and Ecuador
- Proven track record in managing and reporting on sales targets for a team of direct reports
- Significant travel industry and sales experience, ideally within adventure travel
- Demonstrated ability to build strong relationships
- In addition to Spanish, fluent English language skills (written and verbal)
- Ability to accurately use systems and create or train others in processes to provide a quality customer experience
- Management training and/or qualifications advantageous

### OTHER SKILLS AND ATTRIBUTES:

- Strong alignment with PEAK DMC values and culture
- Driven and motivated by sales targets and to achieve sales incentives
- Ability to adapt to and work across multiple cultures
- Strong international communication skills via email and phone
- Highly customer focused
- Strong influencing skills
- Highly organised approach to work
- Ability to prioritise multiple tasks at the same time, completing within required time frame and to a quality standard
- Willingness and ability to work with local operations, contracting, reservations & finance teams

**KEY ACCOUNTABILITIES:**

<b>Accountabilities</b>	<b>Performance Measures</b>
<b>Profitable Growth</b>	<ul style="list-style-type: none"> <li>• Annual sales and profit growth</li> <li>• Consistent sales performance for Galapagos boats &amp; other product</li> <li>• Customer satisfaction</li> <li>• Sales process adherence for all enquiry channels</li> <li>• % conversion</li> </ul>
<b>Team Leadership</b>	<ul style="list-style-type: none"> <li>• Annual Your View survey feedback scores</li> <li>• Provide induction, training and support to ensure that team members become fully-functional and motivated in their roles</li> <li>• Hold regular one-to-one conversations with quality feedback that the consultants can action</li> </ul>
<b>Achievement of Sales Results</b>	<ul style="list-style-type: none"> <li>• Research and engage potential clients and agents</li> <li>• Deliver team sales results through exceptional customer service, fast turnaround times and in-depth product knowledge</li> <li>• Set sales goals and meet deadlines on a daily &amp; monthly basis while working to achieve and exceed these goals</li> <li>• Model, create and maintain a successful environment through team management, working closely with fellow departmental managers and their teams</li> <li>• Foster a great attitude amongst the sales team, ensuring the team behave responsibly and deliver on sales performance targets</li> <li>• Identify the needs and motivators of your clients and offer relevant competitive product accordingly</li> </ul>
<b>High Levels of Customer Service</b>	<ul style="list-style-type: none"> <li>• Average response time on email enquiry and quotes</li> <li>• Customer satisfaction measured via feedback</li> <li>• Provide outstanding professional service and communicate early to keep customer engaged</li> <li>• Act with honesty and integrity to create high trust relationships with your team and all customers</li> <li>• Build and maintain a high repeat and referral customer base</li> <li>• Value every enquiry from end to end by ensuring all leads end in an outcome</li> </ul>
<b>Compliance and Sales Operating Procedures</b>	<ul style="list-style-type: none"> <li>• Process all sales in line with guidelines, procedures and training materials</li> <li>• As agreed or requested, provide input into departments reporting</li> </ul>
<b>Accuracy in Quotes</b>	<ul style="list-style-type: none"> <li>• As reviewed by Manager on a quarterly basis this includes costing, itinerary writing or editing, quotes and documentation</li> </ul>
<b>Data Integrity</b>	<ul style="list-style-type: none"> <li>• Be able to report on consultant's sales enquiry numbers, sales \$\$'s, and turnaround time from our internal systems</li> </ul>
<b>Build Product Knowledge</b>	<ul style="list-style-type: none"> <li>• Build product knowledge to make confident recommendations to customers, providing them with the product/s that suits and fulfils their needs.</li> <li>• Identify product gaps and communicate to Contracting to assist in filling gaps</li> </ul>
<b>Provision of Training</b>	<ul style="list-style-type: none"> <li>• Complete and then provide sales skills training programs and initiatives with your team, led by DMC Global</li> <li>• Train local agents as required</li> <li>• Set up and participate in product knowledge training supported by operations and contracting teams</li> </ul>