

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

NAME:		REPORTING TO:	Custom & Private Groups Team Leader
POSITION TITLE:	Custom & Private Groups Specialist	DIRECT REPORTS:	None
DEPARTMENT:	NA Sales	LOCATION:	Toronto, Ontario, Canada

POSITION PURPOSE:

The position's purpose is to grow and manage Intrepid's Group business, including but not limited to: groups coordinated by industry partners; white-label and key partnerships; schools, organizations, corporations and other groups.

This role requires the ability to both manage the travel details for existing and returning groups, as well as developing new sources of group business.

The management of travel details includes but is not limited to: coordinating with clients/agents, creating itineraries, selecting and coordinating with local operators, pricing trips, creating trip documents, and booking and payment administration.

QUALIFICATIONS AND EXPERIENCE

- Experience working in the tourism industry, preferably with groups
- Direct customer sales experience and a successful track record of meeting sales goals
- Strong presentation skills
- Strong project management skills – planning and monitoring projects
- Personal and/or professional travel experience to Intrepid Destinations
- Proficient use of Word, Excel and PowerPoint
- Experience working with computer booking systems
- Exceptional verbal communications skills and writing ability

OTHER SKILLS AND ATTRIBUTES

- Outstanding time management, organizational skills & attention to detail, including the ability to handle multiple tasks simultaneously
- Commitment to exceptional standards customer service skills, phone/email manner and technique
- Ability to work under pressure while maintaining accuracy
- Outstanding organizational skills and attention to detail
- Ability to work efficiently, independently and creatively, and in a team environment
- Ability to cold call potential group clients and promote sales through presentations
- Willingness to travel, when required
- Willingness to work outside of normal business hours, as required
- Friendly, flexible, adaptable
- Team player
- An understanding of and belief in Intrepid's Responsible Travel philosophy and commitment to Intrepid's values

Operational Accountabilities of Role	Key Activities & Benchmark Measure
Maximize & grow sales	<ul style="list-style-type: none"> • Awareness and use of best practice sales techniques • Maintain a reliable system to track and follow-up with sales leads (Salesforce) • Facilitate outbound sales calls and presentations, when required • Achieve revenue and profit targets • Ensure strong conversion and growth rates
Exceptional customer service	<ul style="list-style-type: none"> • Respond to leads by phone/email, same business day, with the intent of closing every sale • Develop a strong relationship with each client/agent to ensure Intrepid is at front-of-mind for potential future travel plans, as well as referrals from friends/family • Handling complaints/conflict situations using best practice guidelines, including liaising with the Customer Relations team when necessary • Work with fellow team members to ensure smooth client experience
Product knowledge	<ul style="list-style-type: none"> • Maintaining knowledge of all Intrepid Group product through attendance at product training sessions • Develop quality itineraries in collaboration with our DMC network and other 3rd party operators • Provide accurate pre-trip information and documentation to ensure customer expectations and needs are surpassed • Ability to carry out all functions of the Sales Department, if necessary • Keeping up to date with Company and Department Communication through intranet services
Accurate, complete and timely sales entered in booking systems	<ul style="list-style-type: none"> • Tour packages are properly input into Elements, ensuring all costing and pricing details are updated and maintained to reflect final status • Leads are set up in Starship at time of enquiry, and updated accordingly to reflect an accurate pipeline • Passenger details, including detailed notes of relevant conversations, entered and updated in the necessary booking systems • Documentation updated in Starship to reflect final status • Payments processed in a timely manner • Pre-departure documentation sent to client in a timely manner

OTHER REQUIREMENTS

Must be willing to:

- work evenings, Saturdays and Sundays
- attend weekly sales meetings, as rostered
- attend office meetings, as scheduled
- attend conferences, when required
- attend travel trade shows, when required