

SCHEDULE 1 - POSITION DETAILS, DUTIES, RESPONSIBILITIES OF THE EMPLOYEE

Variations on this job description may be made in consultation as required.



Effective for: 2018/2019

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

POSITION TITLE:	UA Sales Support Coordinator	REPORTING TO:	Global Sales Manager
DEPARTMENT:	Global Sales	DIRECT REPORTS:	NIL
		LOCATION:	Hanoi, Vietnam

POSITION PURPOSE:

The position's primary responsibility is to provide administration support for all aspects of global sales. In this role the successful applicant will be responsible for the efficient and effective processing of sales related enquiries and bookings related to the global sales strategy. This role reports directly to the Private/Customs Group and Sales Support Manager.

The Urban Adventure Sales Support Coordinator will undertake the following day to day tasks:

- Provide administration support to increase sales of all Urban Adventures products in the global market with both Industry & Consumers.
- Process Urban Adventure reservations and set up private group bookings
- Be responsible for regular communication with industry partners and consumers regarding any approved itinerary/tour changes
- Provide administration support to assist with growth of managing new and existing partnerships
- Process consumer cancellations and complaints
- Administration support to increase awareness of the Urban Adventures brand name throughout the various sales channels.

QUALIFICATIONS AND EXPERIENCE

Significant experience within the travel industry
Administration experience
Personal and/or professional travel experience
Experience working with travel industry distribution and travel agents
Knowledge of booking systems
Excellent written and verbal skills in English
Competent in use of Microsoft office products & internet

OTHER SKILLS AND ATTRIBUTES

An understanding of and belief in Urban Adventures Responsible Travel philosophy and Core Values
Committed to exceptional standards of customer service
Outstanding organisational skills and strong attention to detail
Ability to work autonomously and under pressure while maintaining accuracy
Analytical and problem solving skills
Excellent communication
Friendly, flexible, responsible and adaptable
Team player
Strong knowledge of and passion for Urban Adventures style of travel

Key Accountabilities	Measure
Gross Sales (group) result	Pax Numbers booked on Urban Adventure trips
Efficient email management (individual)	As assessed by Private/Customs Group and Sales Support Manager
Excellent support to Distributors (individual)	As assessed by Private/Customs Group and Sales Support Manager (number of complaints, number of follow ups)

KEY ACTIVITIES TO DELIVER ACCOUNTABILITIES

Accountabilities	Key Activities
Gross Sales (group) result	<ul style="list-style-type: none"> Maintaining knowledge of Urban Adventures product by working closely with Urban Adventure Partners Respond to product requests from all distributors Maintain excellent relationships with the local distributors and Urban Adventure Partners
Efficient email management	<ul style="list-style-type: none"> Action and respond to distributor emails within 48 hours. Action and respond to Urban Adventure Partner / management emails within 48 hours. Complete all administration required for various products and ensure bookings are up to date in BAS
Excellent support to Private/Customs Group and Sales Support Manager	<ul style="list-style-type: none"> Assisting with product changes Maintaining self-serviced distributors Support with any promotions Communicating with Urban Adventure Partners when additional information or images are required

Annual Performance Pay Goals	Measures & Targets
Global Sales Support	<ul style="list-style-type: none"> Sales through industry channels TTV
Relationship management	<ul style="list-style-type: none"> Score from Urban Adventure Partner feedback form Private/Customs Group and Sales Support Manager
Product development	<ul style="list-style-type: none"> All distributors informed of changes in a timely manner. With no complaints arising from changes due to lack of communication

OTHER REQUIREMENTS

Attend staff meetings, courses and events
To attend annual Urban Adventures regional conferences
To be available to work very flexible days/hours
A flexible and easy going attitude