

JOB DESCRIPTION

Effective From: November 2018

NAME:		REPORTING TO:	FIT & Polar Sales Manager
POSITION TITLE:	Polar and FIT Destination Specialist	DIRECT REPORTS:	None
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 in-house 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 focused while also providing a high level of customer service.

QUALIFICATIONS, TECHNICAL SKILLS AND EXPERIENCE

Essential

- Good organizational skills and experience in working with Microsoft Outlook, Excel, Word
- Excellent in written and spoken English
- Confident pleasant telephone manner
- Travel Experience in Latin America

Desirable

- Travel experience in the polar regions
- Experience of working with Amadeus flight booking system
- A passion for travel generally
- Experience working with Salesforce
- Command of written and spoken English and German

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

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 and Intrepid Polar 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 	<ul style="list-style-type: none"> Satisfied customers that have made bookings and provided positive feedback.
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 enquiries Pro-actively contribute to best practices initiatives to improve sales and service standards Adhere to published Customer Service Standards and Data Protection Act 	<ul style="list-style-type: none"> Answering phone/email/livechat enquiries and creating tailor made and polar cruise packages for direct clients and travel agents using our booking system Liaise with local DMC offices to get info / book services Managing own accounts and monthly commissions (saving all booking invoices and ensuring suppliers are paid on time) Chasing existing leads to maximise sales
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 Booking flights and managing existing flight schedule changes (through Amadeus) Go the extra mile to deliver excellent customer service to our partners and their customers 	<ul style="list-style-type: none"> Managing whole client journey: Includes enquiry, quote, booking all services and flights, managing accounts, follow up
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 	<ul style="list-style-type: none"> High level of knowledge of the Latin America and Polar destinations and product.
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 	<ul style="list-style-type: none"> Establishing strong trusting relationships with clients
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