

JOB DESCRIPTION

POSITION:	Tailor-made Sales Specialist
DEPARTMENT:	Tailor-Made Travel EMEA
REPORTING TO:	Tailor-Made Manager
HOURS:	Full Time
LOCATION:	Brixton London
DATE UPDATED:	May 2019

POSITION PURPOSE:

The position's purpose is to grow and manage Tailor-Made business, including direct passengers, key industry & commercial partner accounts within the EMEA region. This role requires the ability to manage 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, working alongside our DMC Network to create experience rich and unique tours, pricing trips, creating trip documents and booking and payment administration.

RELATIONSHIPS:

- Overseas DMCs (Destination Management Companies) and external suppliers
- Sales Teams and PGM's/BDM's within the EMEA region

QUALIFICATIONS AND EXPERIENCE:

- Proven sales superstar
- Excellent communication skills
- Product and/or post sale customer services experience
- Personal or professional travel experience in multiple destinations in which Intrepid operate
- Experience in selling private groups/tailor-made (including booking flights) is an advantage but not compulsory.

OTHER SKILLS AND ATTRIBUTES:

- Self-starter - not afraid of targeting & generating leads
- An ability to create and maintain relationships
- Positive attitude with a strong personal drive to achieve
- Shares Intrepid's values for responsible travel
- Strong organisational skills and an ability to handle multiple task simultaneously
- Team player but able to work independently

Accountabilities	Tasks
Product knowledge	<ul style="list-style-type: none"> • Use your own knowledge and available resource to create unique specialist product for our partners, while maintaining the Intrepid experience, standard and core values. • Provide accurate pre-trip information and documentation to ensure customer expectations and needs are surpassed • Attend and deliver training when necessary • Good understanding of the Intrepid Group brand's product portfolio
Performance standards / objectives	<ul style="list-style-type: none"> • Exceed individual revenue targets • Exceed monthly team sales target • Cost trips to secure sale while maximising and maintaining set profit levels • Source flights • Maximise conversion
Customer Service	<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 direct customers, trade and commercial partners. • Work to build on relationships internally and externally to maximise sales opportunities and encourage repeat business.