

JOB DESCRIPTION

Effective From: April 2019

NAME:		REPORTING TO:	Global Sales Manager
POSITION TITLE:	Global Sales Specialist	DIRECT REPORTS:	None
DEPARTMENT:	Global Sales	LOCATION:	Toronto, New York, London.

POSITION PURPOSE

To 'Change the Way People See the World' by connecting customers with our local-led, sustainable experiences across the world, with a primary focus on growing specialist industry partnerships (such as shore excursions). The successful candidate will add value to the team and achieve success in their role by primarily working with local operating partners on new product opportunities, supporting business development efforts globally and onboarding new sales partnerships. Other projects will include developing and supporting custom product ranges for sales partners such as white label partners, corporate partners and tour operators. Using our work in the shore excursions space as example, this exciting area of our business requires support to grow our product range, ensure outstanding customer experience in-destination and strengthen our presence within the sector.

This role contributes to the Urban Adventures' mission by creating immersive travel experiences with local operators based on requirements from industry partners such as cruise lines, hotel chains, travel agencies and other global brands that have a need to connect with local cultures and local people across the world. On a day-to-day level the role will be accountable for liaising with internal and external stakeholders to develop new product, support local partners in operating these experiences and supporting business development efforts in these sectors with the Global Sales Managers. Performance will be assessed on sales results within specific targeted sectors, development of new product on a project-by-project basis, as well as the overall sales performance of the team.

We're looking for values-led high performer who would love the challenge of helping to shape some of the fastest growing parts of our business, with strong career development opportunities directly tied to sales growth of these experiences.

QUALIFICATIONS AND EXPERIENCE

Essential

- Bachelor's degree, preferably related to business or tourism, or equivalent life experience
- 2+ years' experience in the travel industry
- Relevant experience in creating amazing travel experiences, supporting operations or delivering outstanding sales results
- Passion for travel and belief in Urban Adventures' responsible travel philosophy and purpose

Desirable

- Demonstrated ability to collaborate with other departments to deliver results on a project
- Experience in communicating across different cultures and time zones

SOFT SKILLS AND OTHER PERSONAL ATTRIBUTES

- Strong capacity to listen to and engage with internal and external stakeholders to deliver on their product needs
- Strong self-motivation and proven ability to take initiative and complete work autonomously
- Strong time management skills and proven ability to deliver on objectives within a given timeframe
- Comfortable in a fast-paced, growth-obsessed team where change happens quickly and frequently

VALUES

- Belief that business can be a force for good, and can have a positive impact on the world around us, in a way that supports local communities wherever you go

- True desire to be part of a winning team that succeeds together rather than as an individual
- Committed to travelling in a sustainable manner

Annual Operational Accountabilities	Benchmark Measure
Profitable Growth	<ul style="list-style-type: none"> • Achieve monthly team sales target through product development, business development and general sales efforts.
Product Development	<ul style="list-style-type: none"> • Develop deep understanding of the different Urban Adventure businesses, external partners and their product requirements • Research, analyze & interpret market intelligence and trends and competitor analysis, to identify sales opportunities • Support training regarding new brand requirements and product. • Provide policy and product knowledge information or training to external partners and UAPS • Advise on product to market fit for UAPS • Work closely with UAP's and Partner Success Team in product development
Relationship Management	<ul style="list-style-type: none"> • Effectively manage partnerships with internal and external partners in relation to marketing opportunities, product development and sales growth • Facilitate good communication and conflict resolution between UAP's and Global Sales • Develop network relationships with relevant industry associations
Effective internal and external communication	<ul style="list-style-type: none"> • Ensure required monthly reporting of accounts, sales activity, etc. is always completed accurately & on time by 5th of each month
Sales & booking policies and procedures	<ul style="list-style-type: none"> • Assist in setting up booking and sales procedures for new partners
Account Support	<ul style="list-style-type: none"> • Assist in the onboarding of new business • Deliver account support to drive new business turnover • Coordinate with partners to overcome barriers to sale
Shore Excursions Project	<ul style="list-style-type: none"> • Overall Global Sales Performance • Number of active ports worldwide • Number of products active globally • Creation of new product range driven by sustainable best practices