

Effective for: August 2018

JOB DESCRIPTION & ACCOUNTABILITIES

NAME:		REPORTING TO:	Private Groups Sales Manager
POSITION TITLE:	Private Groups Sales Consultant	DIRECT REPORTS:	Nil
DEPARTMENT:	Sales	LOCATION:	Collins Street Melbourne

POSITION PURPOSE:

Private Groups Sales Consultants are our experts in creating and selling inspiring tailor-made and private group itineraries. This is a diverse sales role and will see you developing relationships with many different areas of the business.

You will work closely with our customers to create their perfect itinerary and with our local operators to source and cost the product. You will also build the itinerary in our CMS, book the product in our reservation system and create beautiful and inspiring final documentation for our clients. You will work with both direct customers and our agents, mainly over the phone and by email.

The role is very autonomous, and while a part of a winning team, individuals are generally responsible for their own region, sales and conversion of bookings. You will aim to achieve and exceed sales targets and KPI's while priding yourself in delivering exceptional customer service.

QUALIFICATIONS AND EXPERIENCE

- Minimum 3 years travel industry experience in a sales role with proven experience continuously achieving/exceeding sales targets
- Extensive product knowledge for destinations and Intrepid Groups Brands
- Personal and/or professional travel experience in our destinations
- Experience with a GDS advantageous
- Experience with tailor made and private group bookings advantageous
- Relevant industry qualification advantageous

OTHER SKILLS AND ATTRIBUTES

- Possess strong selling skills to qualify the enquiry and close the sale
- Committed to exceptional standards of customer service
- Outstanding organisational skills & attention to detail
- Excellent communication skills both verbal and written
- Strong problem solving & decision-making abilities
- Ability to work autonomously
- Friendly, flexible, adaptable, responsible & reliable team player
- Strong knowledge of and passion for our style of travel
- Appreciation of the company's Responsible Travel philosophy and understanding and supporting our Purpose Beyond Profit ethos
- Have a digital mindset

Operational Accountabilities of Role	Benchmark Measure
Achieve monthly/annual sales target <ul style="list-style-type: none"> • Be responsible for your product region and achieve monthly team and individual sales targets • Service all enquiry from both direct travellers and agents • Work with our DMC's (Destination Management Company) and third-party operators to deliver competitive pricing 	<ul style="list-style-type: none"> • Achieve individual and team revenue targets • % conversion

Operational Accountabilities of Role	Benchmark Measure
<ul style="list-style-type: none"> Follow up both direct and agent quotes to convert bookings Maximise sales with ancillary products such as air, insurance, accommodation, transfers, Urban Adventures etc. 	
Profitability <ul style="list-style-type: none"> Maintain target margins Minimising cost of errors Up sell ancillary services i.e. air, insurance, accommodation, transfers, Urban Adventures etc. 	<ul style="list-style-type: none"> % profit per file Maintain compensation and waivers budget
Customer Service <ul style="list-style-type: none"> Deliver exceptional service and respond to any customer queries promptly and efficiently Follow an enquiry from quote through to booking by ensuring relevant business processes are followed High standard of written emails and a friendly and professional phone manner Ensuring high levels of customer satisfaction on trips Adhering to company safety and responsible travel policies 	<ul style="list-style-type: none"> Response times (via phone & email) NPS, customer and BDM feedback % of passenger feedback received Overall trip feedback rating Follow company safety and responsible travel policies
Customer Documentation <ul style="list-style-type: none"> Construct high quality and accurate itinerary proposal documents & final documentation for our clients whilst maintaining the Intrepid experience, standard and core values. Create accurate invoices in our reservation system 	<ul style="list-style-type: none"> Maintain minimum standards & follow documentation process
Sales operations <ul style="list-style-type: none"> Be responsible for all financial elements of the booking including correct pricing and receipting of payments Use appropriate email templates with written communication Comply with and implement all best practice sales standards Using Starship and excel to maintain all administration and file management including all finance reconciliation Use and understand Elements system for loading of products 	<ul style="list-style-type: none"> Attend all systems training Follow booking process
Product development <ul style="list-style-type: none"> Working with our DMC's (Destination Management Company) and third-party operators to price and construct inspirational itineraries Define and qualify enquiry with clients and our agent partners Identify client needs and requirements Attend all product training sessions and/or online product training Keep up to date with company and department communication updates through intranet services 	<ul style="list-style-type: none"> Overall trip feedback rating
Reporting <ul style="list-style-type: none"> Report on pipeline sales at weekly team meetings and throughout the month Log weekly enquiry levels to ensure accurate enquiry reporting Reporting on monthly booked margins for trips booked within the month 	<ul style="list-style-type: none"> Accuracy of data Reports on time
Professional/personal development	<ul style="list-style-type: none"> Team and manager feedback

Operational Accountabilities of Role	Benchmark Measure
<ul style="list-style-type: none"> Participate in regular one-on-one personal and professional development 	<ul style="list-style-type: none"> Monthly one-on-one ones Annual review

OTHER REQUIREMENTS

- The role is currently 9am-5.30pm Monday – Friday, however the travel industry is demand-led and workloads differ throughout the year. It may be necessary to work longer hours than those detailed to ensure that you achieve success in your principle role.
- Be prepared to work on ad-hoc company wide projects or tasks.
- You will be required to attend weekly sales meetings, regional meetings and our annual company meetings held offside.
- You will also be required to provide support to cover key trade events and shows from time to time.