

Effective for: 2019

JOB DESCRIPTION & ACCOUNTABILITIES

NAME:		REPORTING TO:	Managing Director - EMEA & Americas
POSITION TITLE:	Director of Sales and Customer Service - EMEA & Americas	DIRECT REPORTS:	3
DEPARTMENT:	Sales	LOCATION:	Toronto or London

POSITION PURPOSE:

The purpose of this role is to maximise sales by developing and implementing the sales strategy as well as ensuring the highest levels of customer service across EMEA & Americas.

The role is responsible for all elements of sales and customer service operations, ensuring the structure, processes, skills level and dynamics of the sales departments is at the optimum level to achieve and exceed sales targets and achieve key performance indicators.

This role is also responsible for ongoing process and system improvement in order to increase productivity. The role involves a high level of collaboration with other departments to provide guidance for system requirements.

The role also collaborates with the marketing and external B2B sales teams to maximise campaign ROI.

You will have responsibility for your department P&L, including salaries and wages, incentives and other overhead costs.

The role is a member of the EMEA & Americas Leadership Team

QUALIFICATIONS AND EXPERIENCE

- 5+ Years senior management experience in a sales or business capacity
- Demonstrated leadership, communication & people management at all levels
- Sound business management, financially and commercially astute
- A strong knowledge of Salesforce
- Experience in complaint handling and escalated customer issues
- Demonstrable ability to build relationships, collaborate, communicate and influence
- Effective resource and change management skills to maximise productivity and profitability
- Strong process improvement skills
- Tertiary qualifications advantageous

OTHER SKILLS AND ATTRIBUTES

- Outstanding time management, organizational skills with attention to detail and ability to juggle competing priorities
- Committed to exceptional standards of customer service
- Ability to manage teams across different countries
- Excellent communication skills both verbal and written
- Ability to find innovative solutions to problems & effective decision-making ability
- Understanding of cross-department dependencies & ability to work productively with all areas of the business
- Ability to work strategically and ensure effective implementation
- Calm under pressure, ability to be flexible and adaptable in a fast-paced environment
- Understanding of cross-department dependencies & ability to work productively with all areas of the business
- Personal and/or professional travel experience in the Intrepid Groups destinations
- Understanding and supporting our Purpose Beyond Profit ethos
- Have a digital mindset

ACCOUNTABILITIES AND MEASUREMENT

Operational Accountabilities of Role	Benchmark Measure
Sales In collaboration with the EMEA & Americas leadership team set annual sales targets and re-forecast as necessary. Phase team targets as appropriate. Achieve sales targets.	Increased revenue Increased passenger growth Increased £ sales per FTE across all brands of the Intrepid Group
Profitability Manage S&W budget including incentives, management of overhead costs including cost for errors and customer complaints.	Maintain S&W budget including incentives as appropriate to revenue growth Increased productivity Decrease compensation and waivers cost Maintain complaint compensation % Maintain overheads cost Achieve GSA sales targets All air related commercial activity
Strategic planning In collaboration with EMEA & Americas Leadership Team, contribute to high level strategic plan. Set targets and goals for teams	Contribute to EMEA & Americas regional goals and strategy Create and implement department goals and strategy Work with managers to create and achieve team goals Continuously evaluate structure and operational execution
Partnerships & contract relationships Working in conjunction with Industry Managers, PGM's and Partnerships Manager, maintain strong and mutually beneficial relationships with external partners such as Airlines, GDS provider, key agents, insurance providers etc.	£ commercial benefit from partners Achieve Air sales targets Obtain air FOC allocation
Customer Service Ensure the highest level of customer service across all channels, both pre and post booking, including post trip customer complaints	Post booking NPS Close loop activities i.e., 100% of detractors contacted Reduce compensation as a % of revenue Average days to close CR case
Crisis Management Manage crises affecting department and wider office as they arise	Swiftly respond to on tour crises & natural disasters, liaising with emergency teams globally Minimise impact of IT & comms failures by taking the lead and managing these situations
Process Improvement, systems and best practice Ongoing improvement in processes and adherence to best practice policies globally. Collaborate with development teams to continue to refine system ability to support sales teams	Optimizing Salesforce usage and efficiencies Compliance with company policies and processes Trip override audit Compensation & waivers
Leadership, management and development of staff This includes recruitment, training and development, conducting regular 1:1 conversations with your managers and ensuring they are also leading and developing their staff	Performance review Staff satisfaction rating

Reporting and analysis Monitoring, analysis and accurate reporting of sales and KPI's across all departments	Weekly trading reports Monthly sales summary and KPIs
Responsible Business / Purpose Beyond Profit 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	Achieve Purpose Goals as relevant