

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

NAME: TBA
POSITION: Sales Consultant
DEPARTMENT: Sales

REPORTING TO: Sales Team Leader
DIRECT REPORTS: None
LOCATION: Mexico City, Mexico

POSITION PURPOSE:

PEAK DMC is a global leader in providing a rich diversity of destination experiences to a wide customer group. Our Sales teams are responsive, country/regional-experts who are skilled at 'wowing' business and direct customers with amazing options, while achieving excellent quote-to-purchase conversion rates. Our goal is to build trusting customer relationships to secure repeat business for the local DMC and within our global network of DMCs. The consultants are rewarded for sales success – they also make a significant contribution to the success of DMC!

This position is responsible for consultation, sales and ensuring accurate booking of group and tailored FIT trips. The role includes itinerary building and customer service, based on the PEAK DMC standards, company philosophies and operational systems.

Working alongside the contracting and reservations teams, the Sales Consultant is the first point of contact for our external customers and manages all points of the customer experience, up to trip departure. A deep understanding of new and existing product components and itineraries is essential.

The consultant's focus will be to assess customer needs and potential 'wants' and provide customised product options, both proactively and on request. The consultant will follow through with the customer to secure the sale and ensure that the booking to departure process fits our high customer-service standards.

QUALIFICATIONS AND EXPERIENCE:

- Previous Sales experience essential, with the ability to achieve high conversion rates.
- Strong destination/regional and local travel knowledge: in-depth knowledge of Mexico essential with knowledge of Belize, Guatemala or other Central American nations a distinct advantage.
- Significant travel industry experience, ideally with adventure travel.
- Demonstrated ability to build strong relationships.
- Fluent English and Spanish language skills (written and verbal).
- Ability to accurately use systems and follow processes to provide a quality customer experience

OTHER SKILLS AND ATTRIBUTES:

- Strong alignment with PEAK DMC Values and culture.
- Driven and motivated by sales targets and to achieve sales incentives.
- Ability to adapt to and work across multiple cultures.
- Strong international communication skills via email and phone.
- Highly customer / client focused.
- Strong influencing skills.
- Highly organised approach to work.
- Ability to prioritise multiple tasks at the same time, completing within required time frame and to a quality standard.
- Willingness and ability to work with local operations, purchasing, product & reservations teams

Accountabilities	Performance Measures
Profitable Growth	<ul style="list-style-type: none"> • Annual sales and profit growth. • Consistent sales performance. • Customer satisfaction. • Sales process adherence for all enquiry channels. • % conversion.
Achievement of Sales Results	<ul style="list-style-type: none"> • Deliver sales results through exceptional customer service, fast turnaround times and in-depth product knowledge. • Set sales goals and meet deadlines on a daily basis while working to achieve and exceed these goals. • Be part of a successful environment by supporting colleagues and working closely with all departments.

	<ul style="list-style-type: none"> • Have a great attitude, behave responsibly and deliver on sales performance targets. • Identify the needs and motivators of your clients and offer relevant competitive product accordingly.
High Levels of Customer Service	<ul style="list-style-type: none"> • Average response time on email enquiry and quotes. • Customer satisfaction measured via feedback. • Provide outstanding professional service and communicate early to keep customer engaged. • Act with honesty and integrity to create high trust relationships with your team and all customers. • Build and maintain a high repeat and referral customer base. • Value every enquiry from end to end by ensuring all leads end in an outcome.
Compliance and Sales Operating Procedures	<ul style="list-style-type: none"> • Process all sales in line with guidelines, procedures and training materials. • As agreed or requested, provide input into department reporting.
Accuracy in Quotes	<ul style="list-style-type: none"> • As reviewed by Manager on a quarterly basis this includes costing, itinerary writing or editing, quotes and documentation.
Data integrity	<ul style="list-style-type: none"> • Be able to report on consultant's sales enquiry numbers, sales \$\$'s, and turnaround time from our internal systems.
Build Product Knowledge	<ul style="list-style-type: none"> • Build product knowledge to make confident recommendations to customers, providing them with the product/s that suits and fulfils their needs. • Identify product gaps and communicate to Purchasing to assist in filling gaps.
Training Attendance	<ul style="list-style-type: none"> • Complete sales skills training programs or initiatives led by your manager or DMC Global • Participate in product knowledge training supported by operations and purchasing team.