

JOB DESCRIPTION & ACCOUNTABILITIES

NAME:		REPORTING TO:	Director of Sales and Customer Experience – North America
POSITION TITLE:	Sales Manager – North America	DIRECT REPORTS:	Team Leaders – Sales North America
DEPARTMENT:	Sales and Customer	LOCATION:	Toronto, Canada

POSITION PURPOSE:

The position's primary purpose is to maximize sales across The Intrepid Group while ensuring a high level of customer service is provided. The Sales Manager will be responsible for overall management of the sales team. Including Phone, Digital and Support teams.

Responsibilities will include:

- **Leadership and People Management:** The Sales Manager will lead the TL's and support them with scheduling, training, incentivizing and motivating their staff.
- **Policies and Procedures:** The Sales manager will ensure Global Company policies are upheld, and create and implement policies and procedures to improve efficiency and customer satisfaction
- **Recruitment, Training and Development:** They will be responsible for building the team, onboarding and providing ongoing education
- **Finance and Reporting:** The Sales manager will provide Monthly reporting, providing feedback to directors and North American Leaders.
- **Innovation:** Develop new ways for North America to deliver better service and increase sales

QUALIFICATIONS AND EXPERIENCE PREFERRED

- Team management experience
- Experience working in a sales position
- Proven strong leadership abilities
- Proven sales skills
- Personal and/or professional travel experiences in Intrepid destinations
- Management training and/or qualifications advantageous

OTHER SKILLS AND ATTRIBUTES

- Outstanding time management, organizational skills & attention to detail
- Committed to exceptional standards of customer service
- Excellent communication skills both verbal and written
- Strong problem solving & decision-making abilities



- Ability to work autonomously
- Capacity to manage resources and budgets
- Understanding of cross-department dependencies & ability to work productively with all areas of the business
- Able to meet departmental, project and company deadlines
- An understanding of and belief in our Responsible Travel philosophy
- A willingness to work regular office hours with some flexibility
- Friendly, flexible, adaptable, responsible & reliable
- Team player
- Strong knowledge of and passion for our style of travel

OPERATIONAL ACCOUNTABILITIES OF ROLE	BENCHMARK MEASURE
Achieve annual budgeted sales	<ul style="list-style-type: none"> • Sales targets provided by Intrepid Group North America
Improve Productivity	<ul style="list-style-type: none"> • Sales per FTE
Ensure excellent Customer Service	<ul style="list-style-type: none"> • Response times, phone/email/Live Chat • Conversion rate • NPS feedback
Minimize Customer refunds due to complaints	<ul style="list-style-type: none"> • Comps and Waivers • Agent booking errors
Manage, lead and develop the team	<ul style="list-style-type: none"> • Recruit and onboard new staff • Training for the team; product & sales • Oversee performance & development including performance reviews & coaching. • Ensure a balanced workload across the teams and consultants • Maintain staff morale and engagement (creating a fun environment!)
Manage operational tasks within the department	<ul style="list-style-type: none"> • Implement and maintain standard sales policies • Ensure good working relationships between all departments
Best practice sales standards	<ul style="list-style-type: none"> • Comply with and implement all best practice sales standards
Team work	<ul style="list-style-type: none"> • Work closely with director of sales, global sales managers and TLs to coordinate scheduling and maintain sales team cohesion