

Travel Sales Expert

Job purpose

To maximise the sales, revenue and profitability of The Artisan Travel Company's products through adopting a professional manner, specialist knowledge and by offering the highest quality of service so that the customers' needs and expectations are met and/or exceeded.

Skills & Competence

- Results driven – clearly understand and strive to achieve both own and company goals and objectives
- Sales focus – Actively use all opportunities to make sales
- Customer centric – Anticipate, respond to and seek to meet the needs of clients
- Communication – Able to influence and develop working relationships using appropriate interpersonal skills and behaviours
- Motivation – Able to maintain a desire to excel and succeed
- Planning and organisational skills – ability to plan, prioritise workloads
- Accuracy – Pay attention to detail and work with minimal errors

Sales performance & customer service

Business aware – to have a general understanding of how the business is performing both at present and historically

Sales performance:

- To achieve weekly, monthly sales and revenue targets as agreed with Sales Manager
- To achieve KPI targets as set out in performance standards
- To sell the complete range of The Artisan Travel Company's products
- To maximise revenue generation by selling preferred products/airlines
- To be adaptable with sales focus to the needs of the business and directly sell into campaigns and sales incentives
- To adopt and follow work procedures as outlined in Sales Best Practise document.

Customer service:

- To maximise revenue by meeting and exceeding customer needs and expectations
- To build rapport with clients and maintain their confidence throughout the sales conversation.
- Use personal travel experience and product training to provide excellent advice to customers
- Take full responsibility for the administration and ongoing support of your bookings and keep client informed of its progress

- Support colleagues' customers to ensure that they receive an excellent level of customer service in the absence of their Travel Expert.
- To respond to customer enquiries in an efficient and timely manner ensuring the company KPI's are met.
- Handle any complaints in a professional manner and immediately inform Sales Manager and Customer Liaison Consultant

Team role:

- To work as an efficient member of the team across all departments
- To ensure that the best interests of the company are put before personal sales goals/targets

Personal Development:

- Proactively see to enhance your own personal development with the assistance of Sales Manager
- After initial training to pro-actively develop personal product knowledge through reading and research
- To take part in training sessions in order to enhance product knowledge and be aware of any new product

Operational performance

Administration

- To understand and adhere to administration and security procedures

Business Development

Marketing Campaigns

- To take responsibility for having a full understanding of all campaigns

Business Development

- To highlight any sales, product and marketing opportunities and communicate these to Sales Manager.

Competitor

- To stay ahead of the competition by being consistently aware of their product and promotions.

The following are standard responsibilities for all positions within the company:

- Contribute to a positive working atmosphere and to the generation of good morale
- Cover other positions in the company as directed by your line manager
- Contribute and attend meetings as required
- Contribute to regular reports as requested or necessary for role

- Participate in any staff review, performance management and annual appraisal processes
- Take appropriate responsibilities to ensure the health and safety of self and others, this will also include cleanliness of your desk area
- Pursue the achievement of equal opportunities throughout the company
- Undertake any other tasks, roles and responsibilities as the company requires you to do irrespective of the level of the task