



Position Details: Sales Team Leader

Mandatory experience

- At least 2 years in a leadership position within a Sales department, experience in managing and motivating teams
- The ability to drive sales and achieve YOY growth, with proven results and customer satisfaction success
- The capability to work towards defined targets, report on progress and proactively make improvements
- Good relationship building skills with other business functions both in the UK and overseas
- Experience in the adventure travel industry is preferable
- Broad travel experience to at least two of the following continents - Asia, Africa, Middle East or The Americas
- Working knowledge of using and managing flight reservation systems (Amadeus/Hitchhiker preferred)
- Good computer, internet and keyboard skills

Personal Qualities

- Excellent communications skills, both written and verbal
- Ability to work autonomously and within a team
- Enthusiastic and motivated, focused on achieving results
- Proactive and positive approach to work
- A passion for travel
- Adaptable and accepting of different cultures and work environments
- An open-minded attitude to evolving procedures and improving how we do things
- Ability to build good rapport with customers and good working relationships with colleagues in all departments
- Friendly, pleasant and confident telephone manner
- Able to relax and have fun at work and still meet objectives
- Excellent administrative skills with proven attention to detail, high levels of accuracy whilst maintaining efficiency are essential
- Excellent time management skills both individually and as a team

Overall job purpose:

To manage, motivate, mentor and monitor the sales team in order to achieve excellent customer service and meet or exceed the Sales targets.

Report on sales progress versus target, making recommendations as appropriate.

Improve sales processes, leading by example and sharing best practice to increase sales, maximize accuracy and achieve excellent customer service.

Develop and implement the sales strategy for both the Dragoman and Imaginative Traveller brands with the Sales & Marketing Manager and support the implementation of the broader overall marketing plans, as required.

Job activities to include but not limited to:

- Manage and motivate the Sales team, monitor and review performance (figures/ calls) and take appropriate action to ensure consistent performance
- Deliver an outstanding level of customer service at all times, offering the client a complete package
- Set sales targets for the Sales Team, in conjunction with the Sales & Marketing Manager
- Develop and report on direct sales performance to the Sales & Marketing Manager
- Calculate and report monthly incentives earned by team and work with the Sales & Marketing Manager to create campaigns to encourage higher numbers of bookings and maintain passion for results
- Achieve or exceed the monthly sales targets
- Develop opportunities to maximise revenue on sales by offering additional products and services where appropriate.
- Building direct sales channels and strategy
- Managing direct sales operations including systems and procedures, liaising with tour operator partners as appropriate
- Ensure that the Sales Team are trained in all product areas, liaise with operation/product teams to deliver training as required.
- At product launch time (brochure publication) ensure that any changeover process is properly managed in conjunction with Operations/ product Teams
- Liaise with members of Marketing, Product and Customer Service to improve the customer satisfaction levels
- Deal with sales customer feedback and solve problems which occur before, during and after travel in relation to the sales process. In conjunction with the relevant Customer Service member, as appropriate
- Be the main point of contact for queries from the Sales Team
- Effectively manage time for the Sales Team to ensure that they are adequately covered in periods of absence. Draw up any rosters as and when required.
- Deliver key projects as required for the development of the business
- Maintain a commercially aware attitude of factors affecting business, demonstrate full flexibility and the ability to embrace change and challenging decisions
- Work effectively under pressure and tight deadlines
- Constantly build up and develop product and destination knowledge
- Assist other departments as necessary to ensure the smooth running of the business.

FURTHER DETAILS:

We are a small team at Dragoman Overseas Travel Ltd. and as such we work as part of a bigger team assisting with other areas especially at busy times. A good example would be during brochure production, when people will be needed for proof reading. Please expect to be a part of this bigger team as well as the smaller sales team.

This role reports to the Sales & Marketing Manager and works directly as part of a team of 7 people, with an overall Sales and Marketing team of 10.

Hours of work: Generally 09.00-17.30 / 09.30-18.00 Monday – Friday, although a flexible approach is taken and expected.

The need to work some weekends and overseas travel may be necessary at times.

This recruitment is being carried out on a rolling basis so it is really important you submit your application ASAP to avoid missing out.
The closing date for applications is February 5th 2012
Successful applicant to start ASAP

REMUNERATION PACKAGE:

The remuneration package for this position comprises of:

- Salary from £20,000 per annum, final salary will depend on experience
- Bonus payment – final figure will depend on the success of the team in the year
- Benefits: some of the benefits of working include substantial discounts on trips for your self, family and friends and access to industry discounts such as reduced airfares.
- Holiday - 24 days plus Bank Holidays, increasing with service
- Overseas “educational trip” on a bi-annual basis (company financed) – of up to 2 weeks in addition to
- Pension contribution after the 1st year of employment

TO APPLY FOR THIS POSITION: Please email us listing the title of the role in the subject line and attaching a copy of your CV and a covering letter to hannah@dragoman.co.uk by 5th February 2012.

Remember... We're after the best person for the job, so if you have applied for a role before - don't be put off applying this time. You could be one of many people applying so try your best to get your message across in your application!

If you have any questions or just want to find out a bit more then please send an email to Hannah and we can arrange a time to chat if required.

NOTE: To apply you must hold appropriate citizenship or documents permitting you to reside and work in the UK.

THE NEXT STEP - We will short-list candidates and plan to interview the top candidates