

JOB DESCRIPTION

Job Title:	Country Specialist
Department:	Specific Programme
Permanent/Full Time:	Permanent
Reports to:	Regional Sales Manager
Any Direct Reports:	No
Job Purpose:	<p>To design and sell fantastic tailor made trips to Audley clients, whilst giving exceptional service at all times.</p> <p>To maximise revenue and profit through sales.</p> <p>To capitalise on every sales enquiry received.</p> <p>To ensure the product sold fits the requirements of the client as perfectly as it can.</p> <p>To provide excellent levels of customer service at all stages of the process to ensure repeat and recommend business.</p>
Dimensions:	<p>All sales enquiries are in-coming although you will be making out-going called made to proactively generate business from these enquiries.</p> <p>Interact with clients over the telephone.</p> <p>Demonstrate a total commitment to customer service, ensuring every clients receive a trip which exceeds their expectations.</p> <p>Keep in touch with product developments within your region ensuring that you remain a 'true' country specialist with up to date commercial knowledge.</p>
Accountabilities/Responsibilities:	<p>Sales and Customer Service</p> <p>Act as single point of contact for the client until they depart on their travels, being accountable for all administration relating to the sale, booking and operation of their trip.</p> <p>Ensure every lead is followed up in a timely manner.</p> <p>Convert as many enquiries into quotes as possible.</p> <p>Communicate verbally, in writing or face to face with clients to establish their travel preferences and maintain a close relationship.</p>

Prepare detailed itineraries for clients, reflecting as best as possible their interests and selecting the most appropriate flights, accommodation and excursions.

Take full ownership and pride for the quality and accuracy of the itinerary throughout the pre-sale process.

Convert as many quotes as possible into bookings including employing appropriate sales techniques to 'close' the sale, ensuring you make follow up calls etc.

Maintain contact with clients regularly and in a timely manner, ensuring any changes and operational issues are communicated.

Deal professionally with minor customer complaints looking to ensure it is resolved to the clients satisfaction.

Ensure all administration is dealt with in a timely manner and is up to date and accurate.

Ensure accurate and relevant information is entered on to our bespoke software package (JourneyDesk).

Comply with all standard company procedures during the entire sales process.

Hit agreed booking targets and revenue.

Provide excellent customer services throughout the process.

Ensure good communication channels remain open between you and your colleagues – particularly sharing information with team members.

Participate fully in training sessions.

Attend industry events and exhibitions when requested.

Product

Share knowledge of product, costs and client feedback within your programme.

Take appropriate opportunities to upsell and switch sell to Audley preferred products.

Create and maintain good quality product text for the JourneyDesk database as required.

Maintain a positive relationship with all ground agents and suppliers.

	<p>Contribute to marketing collateral, i.e. Audley Traveller, website etc as required.</p> <p>Be willing to take on additional non-sales related tasks when required.</p>
<p>Unusual Challenges/Circumstances:</p>	<p>Trips to area of specialisation and any other part of the world if needed by the business.</p> <p>Some weekend phone cover (currently approx. 12 shifts per year).</p> <p>The travel industry is a cyclical business and there may be times where business is brisk which may require additional hours.</p>
<p>Person Specification:</p>	<p>..essential:</p> <p>Previous sales experience.</p> <p>Ideally qualified to degree level or equivalent.</p> <p>Experience of a busy office environment with good commercial acumen.</p> <p>A motivated and committed individual with a desire to work to the highest of standards.</p> <p>A cheerful, outgoing and confident person with a high level of initiative.</p> <p>Who understands the importance of customer service.</p> <p>..desired:</p> <p>In depth knowledge of countries or region of speciality.</p> <p>Previous travel industry experience.</p>
<p>Competencies:</p>	<p>..essential:</p> <ul style="list-style-type: none"> • Communication skills & confidence • Organisation & Time management skills • Selling skills/approach • Attention to details & administration skills • Team player

	<ul style="list-style-type: none">• Customer service skills• Results orientated• Problem solving• Strong maths & English skills• Relevant country knowledge• Strong communication and interpersonal skills• IT skills <p>..desired: Confident at presenting to groups of people</p>
Signature of Job Holder:	
Date:	