

**SENIOR Sales & Product Executive**

**Person specification:** Being client focused, friendly and diplomatic, being commercially aware, target driven and able to sustain commercial professional relationships, being creative and able to develop new ideas

**Requirements:** Min. 2 years’ relevant work experience in a similar role; strong positive communication skills, fluency in English and French (written and spoken), empathy; good knowledge of our destinations Great Britain and Ireland, IT literate, experience of Tourplan.

**Reports to:** Head of Sales and Account Development

**Job specification:** Building and managing client relationships and the sales growth of those clients. Being the first point of contact for clients and having responsibility for their performance and satisfaction.

**Key Tasks:**

* **Understanding and developing a strong commercial relationship with our clients,** specifically knowing what type of tour they prefer, their market position (cheap, luxury, mid-range), and the products that are most suitable for maximum sales
* **Understanding the market** and the competitive landscape and pressures, and working with the client to grow their business and our business with them
* **Understanding the clients’ sales cycle** ensuring we are quoting for the right business at the right time in order to maximise our share of the clients’ overall business and to help grow the clients’ overall business
* **Generating new business**: achieving the agreed annual new business revenue and margin target for UKI territory. Ensuring a pipeline and prospects list is maintained and quantified for this and the next season; developing and on-boarding new business and new clients from the assigned territory
* **Meeting our clients’ requirements** and matching this information with our product database to ensure that the best possible itinerary is planned and that opportunities for increasing sales revenue are maximised by suggesting additional services
* **Creating touring itineraries with your clients**, in order to gain sales and a competitive advantage in the market. Preparing itineraries, costing and quotations for Groups with the help of Tourplan. (Liaising with the client and colleagues internally)
* **Ensuring price and margin** of our offer is competitive and profitable, within the company's pricing guidelines
* **Following up with the client** in a timely way to convert offers and quotes into profitable sales with client satisfaction
* **Liaising with internal teams** during and after the sale; liaising with your client as appropriate, and/or resolving client queries
* **Ensuring that the details of your portfolio of clients** are effectively recorded in the company CRM and reporting systems

**Additional tasks:**

Meet the end-to-end need of the client with particular attention to:

* Supporting and operating tours of clients within your portfolio and/or within your client market.
* Supporting hotel placement for quotations where necessary
* Ensuring that itinerary checking, documents and operational requirements are delivered directly or in liaison with colleagues.
* Supporting 24- hour emergency assistance to customers when required to do so
* To flexibly support team members of the same region (and other regions where business requirements demand) to fulfil their role as and when needed, for business reasons such as productivity, expertise absence, illness etc.

**This job description is intended only as a guide to the main responsibilities and it in no way intends to restrict any individual in the performance of other duties as may be required by the Company**