



Application details: Sales Consultant UK

Dragoman has a vacancy to join our growing team as a Sales Consultant. We are looking for a Sales Consultant who can combine an inspirational passion for travel with the ability to deliver outstanding customer service and achieve or exceed sales targets.

The successful applicant will be working as part of a small Sales and Marketing team, from the Dragoman office in Debenham (near Ipswich, Suffolk).

This is a fantastic opportunity for a focussed, enthusiastic and committed person to join our team.

Mandatory experience and qualifications

- At least 2 years in Sales with a proven sales track record
- Experience in the adventure travel industry is preferable
- Broad travel experience to at least two of the following continents - Asia, Africa, Middle East or Latin America
- Knowledge of flight reservation systems
- Good computer, internet and keyboard skills

Personal Qualities

- 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
- Attention to detail, high levels of accuracy whilst maintaining efficiency are essential

Overall job purpose:

The Sales Consultant is responsible for actively following up any leads and converting contacts into customers, this will be mainly focused on Direct clients with some back up for agents on occasions. Sales Consultants are expected to provide excellent levels of Customer Service at all times, whilst striving to hit and exceed their Monthly Sales Targets.

Job activities to include but not limited to:

- Deliver an outstanding level of customer service at all times
- Achieve or exceed the monthly individual and company sales targets
- Offer the client a complete package at the initial booking stage including international flight quote, travel insurance, hotel nights. Look for opportunities to maximise revenue on the sale by offering additional products and services where appropriate.
- Service telephone/ email/ online bookings and enquiries from clients and provide accurate and timely information as required
- Provide inspiration and information to potential customers in order to convert contact to customer
- Process bookings and raise invoices on internal computer system
- Ensure that client information is captured when an enquiry is made or a booking missed in order to provide future opportunities
- Establishing clients needs and matching them to relevant products & services

- Constantly build up and develop product and destination knowledge
- Constantly build up and develop knowledge of the flight booking system and offers available in order to maximise profitability of flight sales

We are a small team at Dragoman 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 Team Leader and works directly as part of a team of 5 people, with an overall Sales and Marketing team of 7.

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 at weekends and overseas 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 final closing date for applications is October 4th 2010

Successful applicant to start ASAP

REMUNERATION PACKAGE:

The remuneration package for this position comprises of:

- Salary from £15,000 per annum, depending on experience
- Monthly bonus / commission – earnings are not capped. Current average bonus £4000 pa.
- Benefits: some of the benefits of working with Dragoman include substantial discounts on Dragoman trips for yourself, family and friends and access to industry discounts such as reduced airfares.
- Holiday: 20 days plus Bank Holidays, increasing with service. Plus additional 2 weeks for an “educational trip” on a bi-annual basis

TO APPLY FOR THIS POSITION: Please email us listing the title of the role in the subject line, answering the questions below and attaching a copy of your CV to hannah@dragoman.co.uk by **4th October 2010**.

Remember... We're after the best person for the job, so if you have applied for a role at Dragoman 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!

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

APPLICATION QUESTIONS

1. From your previous roles, please **briefly** demonstrate your capabilities in each of these areas.
 - a) Experience in adventure travel sales
 - b) Delivering excellent Customer Service
 - c) How you demonstrate a positive and proactive approach to work
 - d) Personal and/or professional travel experience in Dragoman destinations
2. Explain a role you've had where you've worked towards a sales target. What steps have you taken to ensure you hit your target?
3. How do you balance customer service and hitting target ?
4. What are the most important things you value or want to gain from your job? Why does this job attract you? How do you think you would add value to Dragoman?
5. If you were successful, when would you be ready to start?
6. Anything else you want to tell us to support your application?

7. Where did you hear about this vacancy?
8. Provide the name and contact details of two referees (at least one being a current or previous manager).
PLEASE NOTE: We will not contact referees until after the interview stage and with your agreement.

Please send your application to hannah@dragoman.co.uk by 4th October 2010

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