**JOB DESCRIPTION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job title:** | Educational Tailor-made Expert | **Department:** | Group Operation Discipline |
| **Reports directly to:** | Educational Tailor-made Team Leader | **Office:** |  |
| **Number of employees reporting to this position:** | None | **Updated:**  | V1. 1 October 2024V2. 17 Oct 2024 |

**POSITION PURPOSE**

 As a member of the Educational Tailor-made Sales team you will be a part of a group of passionate individuals who are committed to consistently delivering an excellent sales experience and who take pride in their expertise of Discova’s local community offerings and destinations.

You are focused on exceeding the agent’s expectations from start to finish whilst driven to achieve the teams sales target.

You’re passionate and aligned with our philosophy that is deeply is rooted in Discova's purpose of "*Connecting people and places to a world of possibilities*." By focusing on a triple win—benefiting communities, clients, and the company— you will ensure each booking is not just profitable but also socially and environmentally responsible. Together, the Educational team is responsible to create transformative travel experiences that leave a lasting impact on travelers and the communities they visit, fostering a deeper connection between people and places.

**job specificationS:**

|  |  |  |
| --- | --- | --- |
| **Accountabilities** | **Responsibilities** | **Metrics** |
| Community Tailor-made sales | * Receive and handle B2B enquiry according to Discova’s One Best Way
* Carefully qualify every enquiry received; identify the purpose for travel, how to immerse the client in the community and what might motivate and drive a traveller to book
* Prepare thoughtful, well-considered proposals that reflect the needs and interests of the travelers
* Communicate clearly about recommendations made regarding itinerary, suppliers, inclusions, etc., to help secure the sale
* Build sales opportunity by consistently providing appropriate upsell opportunities including alternative suppliers, optional tours, or upgrade options
* Ensure that all requests are handled according to turnaround time commitments, including change requests or amendments, confirmations, etc.
* Adhere to follow up guidelines to ensure that no enquiry is left unattended
* Overcome objections by updating proposals, providing further recommendation or explanation, or otherwise adapting to the feedback received
* Build rapport with partners by engaging with them where they need us, be it by phone, email, text, chat/messenger, or video call
* Develop deep and meaningful relationships with agents and partners by showing your interest in them and their customers, beyond just the request at hand
 | * Gross profit targets
* Sales/revenue target
 |
| Business acumen | * Carefully prepare documentation including proposals, confirmations, vouchers, invoices, etc., necessary to the sale and operation of educational based travel
* Ensure all details of the itinerary have been entered into the system correctly and pass them on to the reservations and operations team.
* The booking is created, including added and Selling rate is updated correctly into Discova’s system.
* Ensure bookings run within budget and implement initiatives with objective of reducing Cost of Goods Sold, improve trip profitability Utilize preferred supplier list to improve cost advantage.
* Generate invoices, request payment, and follow up with Finance to ensure invoices are paid as per timeline
* Follow all reporting guidelines, policies and procedures.
 | * Revenue Growth
* Total number of TTV
 |
| Ongoing development | * Participate in ongoing trainings and inspection to learn about product updates, destination news, supplier news, and other Sales Support sessions
* Stay informed of industry trends, customer habits and interests, destination and supplier news, and other topics that will help confirm sales
 | * Monthly review
 |

**Essential qUALIFICATIONs AND EXPERIENCE**

* A degree in tourism and hospitality is an advantage.
* Minimum 1year experience in the tourism industry or inbound tourism is desirable.
* Fluent in both written and spoken English is required and other European languages would be an advantage.
* Experience working towards and achieving sales targets and KPI's
* Advanced computer skills and the ability to confidently learn new computer systems

**SKILL AND ATTRIBUTES**

* Outstanding sales skills with strong customer care focus.
* Results Orientated.
* Excellent organizational skills with the ability to be flexible
* Excellent communicator, comfortable communicating by phone, video calls, email, and chat/messenger
* High attention to detail
* Able to work under pressure and juggle multiple tasks.
* Solution focused and great at problem solving.
* Able to work independently and within a team assisting team members to help everyone achieve results.
* Flexible rotating roster that may include late nights, weekends, and early mornings and flexible with uncertainties/changing priorities and under pressure.
* Willing to travel on business when required.
* Personally, aligned with Discova’s company purpose and values.
* Proficient with Microsoft Office applications and Discova’s systems would be an advantage.