

Job Title:	Sales Consultant	Team: Explore North America	Sales
Reports to:	Regional Director	Reporting in:	N/A

Explore

Explore was founded in 1981 and has grown to offer over 300 adventure trips to 120 countries around the world. Headquartered in the UK, the company has been operating in North America since 2010. Explore is part of Hotelplan, a large pan-European travel group of specialist tour operators, with a strong tradition of excellence and high standards of quality and service.

Explore changes lives through travel. The company culture is based around core values that employees live and breathe every single day. Responsible travel is a key driver for Explore and the company cares deeply about the people and places visited.

A trusted brand - Explore prides itself on doing the right thing – by its staff, its customers, and the planet. Every member of the Explore team actively contributes to the company’s success. There is a flexible and open working culture in which the entire team works together, striving for excellence, in a dynamic business environment.

With ambitious expansion plans Explore is now looking to recruit a highly motivated sales team to grow the business. The culture will have very much the feel of a new start up, but with the benefit of being part of a larger company.

Role Summary and Job Purpose:

As a Sales Consultant for Explore you are at the frontline in delivering exceptional customer service through a number of booking channels as well as the delivery of back office administrative processes enabling a smooth and efficient customer journey. A hunger for sales, self-motivation and being a great team player are pre-requisites for all of our Sales Consultants.

Key Responsibilities:

- Maximise sales opportunities via all channels and consistently achieve sales and service targets and KPIs
- Promote additional services in order to maximise the generation of additional revenue for the business
- Proactively reach out to potential groups who fit the target demographic
- Communicate the features and benefits of the Explore product
- Actively chase all personal and assigned leads generated and attempt to convert to bookings
- Use own travel experience to assist with customer queries and seek to understand each customers travels needs
- Professionally handle incoming requests from both our direct customers and travel agent partners and ensure that requests are resolved both promptly and thoroughly keeping service at forefront at all times

- Maintain and build relationships with Travel Agents, ensuring they have the right tools to sell our product.
- Work closely with the marketing team to build a social community for Travel Agents
- Carry out webinars and training for Travel Agents where required
- Use sound judgement to manage difficult customer situations, to respond promptly to the needs of the customer and solicit feedback to improve service
- Execute all assigned tasks efficiently, ensuring team targets and KPI's are met
- Participate in trade shows and customer events as required
- Ensuring a customer focused approach is adopted in all assigned responsibilities
- Take the lead role in all consolidations, at all times seeking a positive outcome for Explore and customer
- Continuously evaluate and identify opportunities to drive process improvements for the team that positively impact the customer experience and improve efficiency
- A flexible attitude in the undertaking of all tasks is paramount

EXPLORE!

Person Specification

Skills and Experience:

	<i>Essential</i>	<i>Desirable</i>
Travel industry sales experience		✓
Strong communication and interpersonal skills, displaying the ability to connect and build relationships with all teams around the business	✓	
Proven excellence in administration roles	✓	
Effective planning, prioritising and organising of workload is crucial	✓	
Accuracy, quality and excellent attention to detail are paramount	✓	
Thrives on multi-tasking in a busy environment	✓	
Energetic, enthusiastic and a strong desire to exceed customer expectations and deliver exceptional customer service	✓	
Detailed understanding of the sales and booking process	✓	
Proven results in maximising sales in a target driven, dynamic work environment	✓	
Experience in computer booking systems, preferably within travel	✓	
Extensive travel experience, preferably to Explore destinations	✓	

Explore reserves the right to vary your tasks, duties and responsibilities at any time and from time to time according to business needs.

Benefits

Explore offers a generous PTO policy, starting at 20 days per annum rising by one day a year for the first 5 years to a max of 25 days.

10 paid public holidays

Medical insurance

Travel discounts and benefits plus discounts for friends and family

Pension scheme with company match

2 volunteer days a year

Bonus eligibility based on overall company performance each year

Compensation

Work life balance is important to us at Explore so we are open to discuss working hours.

This role could be full or part time.

This is initially a home based role but will be expected to work a Massachusetts based office 2 days a week in the future.