



3 Vencourt Place | London | W6 9NU

# Sales Team Leader

## Job Description

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<b>Department:</b>	Sales
<b>Job Title:</b>	Sales Team Leader
<b>Start/End Date (if applicable)</b>	May 2022
<b>Working Hours</b>	37.5 per week
<b>Reporting to:</b>	Sales and Operations Manager

### **Job Introduction/Objectives:**

#### **Overall Responsibility**

Achieve sales revenue, passenger and yield targets by leading and inspiring the Sales Team to deliver the highest standards of customer care and attention to detail, thereby ensuring loyal customers and shaping future revenue results.

#### **Team Management**

- Responsible for the recruitment, training, management and motivation of the Sales team to meet business objectives whilst delivering the highest standards of service and information at the point of sale
- Responsible for regularly reporting on and analysing data relating to the key performance indicators for the team in order to raise service levels for internal and external customers in line with business objectives
- Responsible for ensuring that your team deliver cover and support for customer communication channels (live chat, email and phones/office) and manage the out-of-hours sales and duty rota during the operating season (including evenings and weekends)
- Responsible for running weekly update meetings to ensure business targets are being met, uniformly high standards of service delivered and accuracy in bookings
- To devise new ways of motivating and developing the sales team such as training and coaching methods, incentives and team building initiatives
- Jointly responsible for regular sales, product and customer service training for the sales team
- Working closely with the Sales and Operations Manager and department team leaders responsible for ensuring that educationals are planned and managed to ensure high levels of product knowledge

#### **Sales**

- Responsible for ensuring that all customer sales enquiries, amendments and cancellations (by whichever means they are received) are managed with accuracy and speed in line with targets and agreed timelines



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- Responsible for ensuring the sales consultants are achieving performance targets whilst delivering high standards of customer care
- Responsible for ensuring the sales team are generating a consistent sales pipeline and converting leads into sales
- Responsible for planning, implementation and reporting on proactive sales calls to priority clients from our database with the objective of re-booking the client and booking enhancements, ski packs and additional holidays
- Responsible for managing and training your team on all distribution channels and booking systems used in generating and confirming sales
- Working closely with the Sales and Operations manager and department team leaders to learn and troubleshoot all booking systems

#### **Customer Operations**

- Responsible for ensuring that all bookings are correct and complete before passing over to the Customer Operations Team in line with agreed timescales
- Working closely with the Sales and Operations Manager and department team leaders, to ensure additional pre-departure information is used to add value to the customers' experience and maximise revenue
- Work alongside the Sales and Operations Manager and department team leaders to ensure that service standards across all channels are monitored and benchmarked to maintain and improve standards
- Act as a senior member of the Skiworld incident response team during the operational season (including out-of-hours and weekend cover)

#### **Other Responsibilities**

- Maintain high levels of product knowledge across the Skiworld product range
- Contribute accurate and knowledgeable information to contribute towards Skiworld's marketing blogs and online forums and information resources
- Other duties as agreed with your line manager

### **Person Specification:**

#### Essential

- A proven sales consultant
- target driven
- A passion for winter sports
- Leadership skills
- Great communication and customer service skills
- Good organisation, numerical skills & self-motivated
- Highly proficient with Microsoft Office Excel & Word
- Attention to detail
- Flexibility



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### Desirable

- Proven people management experience
- French and/or German Speaker
- Experience with reservation systems such as Amadeus, Lime, Jonview, Aviate
- Customer Relationship Management (CRM) experience
- Previous incident management experience
- Previous customer service experience
- Ideally have worked for a tour operator in resort
- Educated to degree level

### **Considerations**

A normal week (5 days) includes Saturday and Sundays. During the operational season, this will involve working shifts on a rotation basis over a 7-day week to manage the duty office. Lieu days are to be taken in agreement with your line manager. There will also be nights away from home and international travel for promotional events or educationals. Incident support may require additional hours/days outside of the contracted hours. Skiworld offers flexi-working, allowing a combination of working from home and from the office.

### **Who are Skiworld?**

Founded in 1982, Skiworld are one of the largest ski holiday operators in the UK. We offer over 200 different accommodations in Europe and North America ranging from budget-conscious apartments to truly luxurious chalets and hotels. As a fully ABTA and ATOL bonded tour operator we package our holidays with flights and transportation to provide our customers with the peace of mind they deserve when going on holiday.

What does it take to turn a good ski trip into a great ski holiday? The people! From our chalet hosts in ski resorts all over the alps to our finance or marketing teams in our London headquarters, we are all united in our support of each other. You don't have to be a skier or snowboarder before joining the Skiworld team, we'll soon have you addicted. Snow is our focus after all – we are solely a ski holiday company, UK owned and UK based, with a mission to provide opportunities to ambitious individuals like you, looking to develop your skills and achieve career success.