



## **Job Description**

### **Sales Coordinator**

#### **Temporary – 6 Month Contract**

*The sales coordinator is responsible for sale of holidays and resort extras including responding to enquiries, taking bookings and ensuring that our presence in the market is maintained to maximise our sales*

#### **Terms and Conditions:**

|                        |   |
|------------------------|---|
| <i>Salary:</i>         | £12,000 per annum pro-rata  |
| <i>Bonus:</i>          | Commission on sales   |
| <i>Hours:</i>          | 40 hours per week based on shift rota with two days off per week  |
| <i>Dates:</i>          | 01/10/11 to 31/03/12  |
| <i>No. Vacancies:</i>  | 1   |
| <i>Other Benefits:</i> | Pro-rata paid holiday based on 28 days per annum including UK bank holidays which sometimes may not be taken on the days on which they fall |

#### **Skills and Experience Required:**

- Excellent telephone manner and confident personality
- Writing skills – good presentation of documents, good English language skills, able to respond to enquiries in a persuasive and informative manner
- Experienced skier able to understand what a client needs on a ski holiday and advise on solutions
- Understanding of the importance of customer service and providing what the customer wants
- Experience in some way with catered ski holidays – either having worked in the industry in some way or having taken holidays in chalets to give a basic understanding of our product
- Preferred some sales experience either telephone or direct sales – able to confidently deal with the public
- Team player – a fair player who will work within the team environment for the overall sales success rather than continually focusing on their own individual achievement and gain
- French language skills an advantage but not essential

## **Detailed Job Description**

### **Main Responsibilities**

- Responding to enquiries for holidays (either catered chalets or self catered apartments) by phone, email or on-line
- Dealing with reservations, selling holidays and ancillary services and maintaining the reservation system
- Preparing client confirmation documents and booking administration
- Creating sales documents as required including maintaining our inventory on the reservation system
- Managing options – ensuring follow ups and maintaining options taken with third party accommodation suppliers and agents



- Selling resort services and extras (ski passes, lessons, equipment rental, travel services) – taking orders and actively chasing to complete all bookings each week, making the relevant bookings with the suppliers
- Liaising with apartment agencies and owners for arrival information and extras bookings (linen rental, cleaning services etc)
- Completing workflow tasks to ensure all client requests are followed up as appropriate
- Updating agent websites and communicating availability regularly to agents

### **Support Responsibilities**

- General administration tasks as may be required to support the resort office
- Any other task which may reasonably be requested