

Job Description | Inside Sales Team Leader

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| Job title | <i>Inside Sales Team Leader</i> |
| Reports to | <i>MD</i> |

Job purpose

- At MW Tours, the inside sales team leader provides an intermediary service between travel agents, clients and suppliers to plan our prearranged or FIT tours. Actively leading the team and managing workflow with ongoing performance evaluation of team members and coaching them as required to achieve KPI and targets.

Duties and responsibilities

The following is the primary job duties and responsibilities related to this role. Your tasks will include;

- Making and confirming bookings, via multiple systems (such as GDS, CRM or via personalised contact methods).
- Managing and overseeing the issuing of documents and itineraries
- Managing complex customer enquiries and escalations
- Driving continuous improvement by identifying areas of improvement and streamlining customer service processes
- Creating a great place to work by ensuring our people are not only rewarded and recognised, but are also living our values
- Building and maintaining relationships with internal and external stakeholders
- Researching destinations and keeping up to date with travel industry news.
- Fostering a risk and compliance culture in the team
- Participating in the recruitment of new team members
- Assisting with the induction and training of new team members including facilitating or supervising product, systems , appraisals and skills training
- Communicate and liaise with the National Sales Manager and respective BDM's

Qualifications

The following is the minimum qualifications required to successfully perform the job. These are the qualifications that are necessary for someone to be considered for the position.

Qualifications include:

- Sufficient knowledge & Intermediate skill of Microsoft Products (such as Outlook, Excel, Word etc), Salesforce & Sabre
- Specialized or Travel knowledge of some of the following destinations: Japan, Korea, China, Taiwan, India, Indochina, Sri Lanka, & Africa
- Strong Sales & Customer Service Skills
- High Attention to detail & A natural ability to engage and motivate teams to deliver results and achieve targets
- Strong analytical skills, with experience in reporting and driving KPI's, targets and key measurables
- Ability to build relationships & work collaboratively with clients and organisational peers
- Strong communication both oral & written

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- Initiative & Strategic Thinker with an analytical approach
- Demonstrate strong time management skills & ability to work under pressure.

*NB: Some qualifications in likewise categories have flexibility, to allow for conversion courses or similar

Working conditions

This job may require a person to work in special working conditions. Special working conditions cover a range of circumstances from;

- Very occasional evening and weekend work,
- Working with challenging clients, both over the phone & face to face
- Attending tourism/supplier events , training sessions before & after work

Physical requirements

This job may be physically demanding to some people. A physically demanding job is one where the incumbent may be required to stand for extended periods of time or do repetitive tasks with few breaks.

Direct reports

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| Approved by: | <i>MD</i> |
| Date approved: | <i>20/12/2019</i> |
| Reviewed: | <i>Each Recruitment Drive or every start of financial quarter</i> |