



Job title:	Spanish Sales Executives	Employment status:	Full time
Department:	Spanish	Job Location:	Hanoi
Report to:	Spanish Team Manager	Manages others:	0

POSITION PURPOSE:

The sales executive works within the Spanish Division to provide outstanding customer service including information on Buffalo Tours Product and travel destinations, to promote Buffalo Tours brand and create sales

RESPONSIBILITIES:

Accountabilities	Key Performance Indicators
Customer service	- Customer feedback rating 97% - Meet service standards as described in Spanish Division (24 hour response policy, quality of the responses, follow ups) - Service all customers promptly providing relevant information and assistance with booking trips.
Maintaining customer database	Obtain listing of potential and current customers wherever possible; regularly review and update database (mailing list)
Office administration	Carry out tasks as delegated by division manager (cash handling, computer systems maintenance, ordering suppliers, paying accounts, monitoring functioning of equipment and report issues asap).
Travel shows & Regional road shows	Performance rating by manager

QUALIFICATIONS AND SKILL REQUIREMENTS:

- Fluent in Spanish
- Good listening and reading comprehension of English
- Qualification and experience in sales
- Travel industry experience
- Knowledge of Spanish market
- Bachelor degree

OTHER REQUIREMENTS

- To attend various travel shows when necessary
- Work flexible hours

REMUNERATION PACKAGE:

Probationary period: 60 working days

Salary : TBA

Bonus: Yes, basing on KPI's & profit

Other benefits: Training, travel, 24h insurance, and company's events (parties, holidays)

Working hour: 9.00-18.00 Monday – Friday and 9.00-12.00 Saturday

HOW TO APPLY

Please send letter of application with resume to:

Ms. Thu Huong- Human Resources Executive

Email: thuhuong@buffalotours.com / Website: www.buffalotours.com

Tel: 04- 3828 0702 Ext: 124

Mobile: 0988 145 681