



<b>Job title:</b>	Product Executive	<b>Employment status:</b>	Full time
<b>Department:</b>	Marketing	<b>Job Location:</b>	Hanoi, Vietnam
<b>Report to:</b>	Product Manager	<b>Manages others:</b>	No

**Position purpose:**

To assist with the review, management and development of current Buffalo Tours products to optimise sales, profits and guest satisfaction. To assist in the development of attractive and profitable new products for Buffalo Tours in Vietnam.

**Responsibilities:**

1. To assist in the management of existing Buffalo Tours products in Vietnam:
  - a. Help evaluate and improve existing products to optimise sales, profits and guest satisfaction
  - b. Help to ensure that all products & trips have Standard Operating Procedures and all trips have comprehensive, standardised trip notes
  - c. Help monitor and regularly audit products to ensure compliance with Buffalo Tours' health, safety and responsible tourism standards
2. Help to formulate and implement product development strategy: research, develop, forecast and implement new products in Vietnam
3. Gather cost information and assist in the pricing of existing and new products
4. Assist in the production of trade and consumer brochures
5. Assist the Product Manager in Responsible Tourism initiatives
6. Maintain awareness and carry out regular analysis of destination, local, market, competitor and general product developments & travel trends in south-east Asia and worldwide

**Qualifications and skill requirements:**

- Graduate
- High level of English
- Computer skills including fluency in Microsoft Office

**Years of experience:**

- At least 2 years' experience in a relevant field
- Experience working as a Tour Guide/Leader in South-east Asia

**Desired Characteristics:**

- Passion for travel Buffalo Tours style
- Passion for cultural activities of the region
- Good communication and writing skills
- Good interpersonal skills across a variety of cultures
- Able to work comfortably and professionally in the office and in the field
- Able to problem solve
- Able to work independently and in a team
- Able to work under pressure and juggle multiple tasks
- Flexible and able to work with uncertainties and changing priorities
- High level of attention to detail
- Enthusiastic about providing the best possible service to Buffalo Tours' clients

**Other requirements:**

- Willingness to travel in South-east Asia
- Able to work flexibly including outside office hours when required

**Remuneration package**

A competitive salary, benefit and career development will be offered for qualified candidates commensurate with the responsibilities and qualifications. All applications will be treated in strictest confidence.

**HOW TO APPLY:**

Please send us your resume and cover letter in English to:

**Ms. Ninh Hanh**

Human Resources Manager, Buffalo Tours

94 Ma May, Hanoi

Email: [nhanh@buffalotours.com](mailto:nhanh@buffalotours.com)

**Deadline: 15 Mar 2012**