



Job title:	Volunteer and Educational Travel Executive (VET Executive)	Employment status:	Full time
Name of employee:		Date to start:	
Department:	Group Reservations	Job Location:	Hanoi
Report to:	VET Team Leader & Reservations Manager	Direct report from:	N/A

Job Description

1. As a Sales executive

- Provide quotations and responses for groups, FIT clients and overseas partners in a professional manner within 8-24 hours
- Ensure accurate reservation information sent to suppliers in a timely manner
- Ensure the accuracy of information required for operations, invoicing and accounting
- Manage customer service provided to external customers (agents, clients, and suppliers) and internal customers (overseas Buffalo Tours offices i.e. Australia, UK and any others which are opened, colleagues, leaders and local guides)
- Maintain gross margin: Ensure the sales revenue and profit target from year to year
- Solve customer complaints in a satisfactory and timely manner
- Optimize using BRS (Buffalo Tours Reservation System) on supporting your work
- Ensure your product knowledge is up to company requirement
- Implement Buffalo Tours' Standard Operating Procedures (SOP) and guidelines

2. As a project coordinator

- Arrange activities for volunteer & educational customers
- Vietnamese teaching and orientation briefing for VET customers
- Do research, inspect and report on new possible VET project
- Contact and work with local agencies and authorities nationwide for volunteer projects
- Provide ongoing support to volunteer customers throughout trip duration whether by phone or visiting them at their specific project site
- Manage VET website, blogs and e-newsletter
- Ensure all projects/activities run according to Buffalo Tours Responsible Tourism Policy
- Organize charity activities for the company when required
- Assist other team members when requested

QUALIFICATIONS AND EXPERIENCE:

Travel industry course and/or experience within travel industry or related field
 Experience in organising activities for school groups and development projects
 University qualification would be an advantage

OTHER SKILLS REQUIREMENTS & ATTRIBUTES

Vietnamese nationality

Confident and professional communication skills
 Excellent interpersonal skills across a variety of cultures

High standards of customer service
Outstanding organisational skills and attention to detail
Able to make decisions consulting others as required
Willing to work long hours and under pressure
Can work independently and with a team
An understanding of and belief in Buffalo Tours' Responsible Travel philosophy
Excellent written and spoken English
Excellent MS office applications
Devoted and honest
Friendly and flexible
Willing to travel for business trip

REMUNERATION PACKAGE:

Probationary period: 60 working days

Starting salary:

After probationary period: Max. increase

Performance pay:

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 us your resume and cover letter in English to: **Ms. Thu Huong** Human Resources Executive, Buffalo Tours 94 Ma May, Hanoi, Vietnam Email: thuhuong@buffalotours.com

Deadline: 15 - 20 March 2012