

## JOB DESCRIPTION

<b>Job title:</b>	Sales executive	<b>Country/ Department / Branch:</b>	Crafted Asian Journeys – Buffalo Tours Vietnam
<b>Reports directly to:</b>	Crafted Asian Journeys Manager	<b>Office Location:</b>	Hanoi

### ABOUT BUFFALO TOURS

This is an exciting opportunity for a professional to join one of the most successful tour operators in Asia. Buffalo Tours has been operating since 1994 in 11 countries in Asia. Our aim is to ‘Discover Your Asia’, with unique and authentic experiences that take you off the well worn tourist path. Buffalo Tours offers a one-stop solution for travelers, providing touring activities, accommodation, cruises, transport and travel agency services. With sales offices in Australia, United Kingdom, Russia and United States of America and operational offices throughout Asia, we are ever expanding our reach to become Asia’s leading provider of travel services.

### POSITION PURPOSE

- Responsible for providing top-notch sales and consultancy service to serve direct customers in all stages of their online customer journey
- Responsible for maximizing the conversion rate from enquiry to booking to reach and exceed targeted sales, and ensure sales growth
- Responsible for maximizing the referral and/or repurchase rate per customer

### JOB SPECIFICATIONS

Accountabilities	Responsibilities
Sales & Customer service	<ul style="list-style-type: none"> <li>• Provide excellent travel consultancy service to direct customers of Buffalo Tours</li> <li>• Achieve individual sales target on a monthly basis and individual KPIs set</li> <li>• Maximize conversion rate from enquiry to booking, average revenue per booking</li> <li>• Respond to online enquiries in an accurate, appropriate and timely manner within 24 hours or according to business needs</li> </ul>



	<ul style="list-style-type: none"> <li>• Work closely with reservations team to ensure all bookings, passenger details, logistic information, internal notes and supplier are accurate as per customers' info and requests</li> <li>• Provide excellent follow-up &amp; after-sales service to direct customers to maximize referral, repurchase rate, and build brand awareness by word-of-mouth marketing</li> <li>• Ensure booking payments to be collected in due time</li> <li>• Maintain thorough and up-to-date hard &amp; soft copied record for all bookings for easy access, filing and auditing purposes</li> </ul>
Products	<ul style="list-style-type: none"> <li>• Work closely with CAJ team leader to provide pricing quotations for all online products of Buffalo Tours following the markup guidelines between Buffalo Tours DMC and Crafted Asian Journeys</li> <li>• Stay up-to-date with products itineraries, destinations to provide accurate information to customers</li> </ul>
Efficiency	<ul style="list-style-type: none"> <li>• Implement business development initiatives to consistently improve trip profitability</li> <li>• Follow approved policies and procedures</li> <li>• Utilize Thien Minh Group's product/ services and preferred supplier list to improve cost advantage</li> <li>• Suggest new or improved policies and processes to improve efficiency and ensure compliance</li> </ul>

## PERSON SPECIFICATIONS

### Knowledge

- Business or sales-related degree or equivalent professional qualification
- Minimum of 2 years' experience in direct sales
- Direct sales experience in tourism industry for inbound travellers from English speaking markets is a plus
- Excellency in English (both speaking and writing skills)
- Candidates with a background in living / studying abroad is a plus
- Computer skills including fluency in Microsoft Office

### Skills

- Outstanding sales skill with proven records



- Experienced in working under pressure / multi-tasking
- Flexible and able to work with uncertainties and changing priorities
- Strong interpersonal skills across cultures and seniority levels
- Strong organizational and project management skills
- Solid teamwork and communication (both verbal and written) skills
- Effective negotiation skills
- High attention to detail
- Able to problem solve and make decisions
- Able to work independently and with a team

### Attitude

- Motivation
- Passion for travel Buffalo Tours style
- Able to work flexibly including outside office hours when required
- Willingness to travel to business trips when required
- Commitment to high standards of customer service

### WHAT WE OFFER

- A competitive salary package with monthly incentive rewards and annual bonus
- Health Care and Personal Accident Insurance 24/24
- Product inspection trips and annual company trip
- 14 days annual leave, 12 days sick leave
- Working Hours: Monday to Friday 8:30am to 5pm. Every other Saturday 8:30am to 2:30pm
- Training courses with great career development opportunities
- Social club with monthly in/out of office activities
- Annual staff party and companywide team building days
- Summer vacation within Vietnam and Asian countries

### HOW TO APPLY

Please submit your resume and letter of interest to Ms Hoa (HR manager) at [hoa.dau@buffalotours.com](mailto:hoa.dau@buffalotours.com).

