

JOB DESCRIPTION

Job title:	Vietnam In-destination Sales Manager	Country/ Department / Branch:	Vietnam In-destination Sales
Reports directly to:	BTVN General Manager	Office Location:	Vietnam
Number of employees reporting to this position:	Travel Consultant Team Leaders Ticketing Team Leader	Date Job Description issued:	14 March 2017

POSITION PURPOSE

Vietnam In-destination Sales Manager is responsible for taking the retail business forward, providing vision, inspiration and professionalism of the highest standard; for seeking out new ways to increase and develop business opportunities, product development; and for creating and maintaining an environment where all employees develop and excel.

JOB SPECIFICATIONS

Accountabilities	Deliverables
Business development	<ul style="list-style-type: none"> Develop and implement strategy to increase sales of domestic, outbound, MICE, corporate and online retail travel. Identify new opportunities and create new Points of Sales Build and motivate In-destination sales team to meet or exceed their targets and ensure profitability of the company
Marketing and PR	<ul style="list-style-type: none"> Develop and implement an annual marketing plan Attend and organize media/PR events as necessary to increase brand awareness Develop content, production and distribution of all marketing and communication materials Ensure the quality of the presentations used by tour desk staff is professional
Financial management	<ul style="list-style-type: none"> Establish budgets and performance criteria Review progress and implement tactical strategies as necessary Oversee regular audits
HR management	<ul style="list-style-type: none"> Recruit, develop and train employees to work on tour desks and as hotel reps Manage employee performance and develop positive working environment
Customer service	<ul style="list-style-type: none"> Provide timely and accurate information and excellent support to external customers (suppliers and clients) as well as internal customers (BT operating offices, colleagues, tour leaders and guides) Service all internal and external inquiries professionally and efficiently within 24 hours or according to business needs Resolve customer service issues to customer's satisfaction with appropriate corrective and preventive measures Develop quality monitoring programmes (mystery shoppers, customer satisfaction survey, etc.)



PERSON SPECIFICATIONS

Knowledge

- Graduate with 3 years of experience leading a direct sales team
- Track record of strong sales and business development
- Experience in sales and business development
- Experience managing staff and developing relationship
- Extensive product knowledge
- Solid teamwork and communication (both verbal and written skill)
- Ability to work with budgets/ numbers
- Fluent in English, Microsoft office, computer skills

Skills

- Outstanding sales skill, management skill, organizational skill
- Quick learner and takes initiative
- Excellent communication and writing skills
- Excellent interpersonal skills across a variety of cultures
- High standards of customer service, high attention to details
- Able to work under pressure and juggle multiple tasks
- Flexible and able to work with uncertainties and changing priorities
- Effective negotiation skill
- Able to problem solve and make decisions
- Able to work independently and with a team

Attitude

- Motivation/ Creative/ Proactive
- Passion for travel BT style
- Willingness to travel to trade shows and business trips when required
- Able to work flexibly including outside office hours when required

