



## **SALES ASSOCIATE – VACATION PLANNER**

We are looking for a high-performing SALES ASSOCIATE. The successful candidate will work collaboratively with the Sales Director and CMO to deliver key sales and strategies, tactics, and action plans.

### **SALES RESPONSIBILITIES:**

- Execute sales strategies to hit/exceed sales targets
- Answer incoming calls, chats, emails, and social media comments from booked guests and potential guests to sell them on the benefits of our vacations and services
- Build a relationship with audience and answer questions that have not addressed on our website. At times, point them to areas of our website that more completely answer their questions, overcome their objections, or help to convey the value proposition of our vacations.
- Update the database with new information every time there is a guest/potential interaction. Complete forms and record logs to create accurate, detailed profiles of each guest, providing insight into the target audience and what they want from the company
- Follow organization standards to maintain quality service and guarantee constituents receive exceptional service
- Build relationships with top travel agencies, conduct in-person and virtual trainings, and at times travel to present at conferences.
- Answer incoming calls from travel agents, work through guest reservation requests, and resolve issues
- Conduct outbound calling to potential guests and travel agents for marketing initiatives that require it
- Leverage sales technologies including call center phone systems (Grasshopper), guest inquiry tracking (ZenDesk), and website ecommerce (RezMagic), and social media platforms (mainly Facebook) to accomplish tasks
- Assist in running reports that capture the state of the business and lead to sales strategies and tactics
- Assist in translating call learnings into guest and agent sales strategies
- Manage travel agent (IATA/CLIA) registration through website
- Enforce guest and agent policies
- Assist with Special Projects

### **REQUIREMENTS:**

- Proven sales experience, meeting, or exceeding targets
- Experience and knowledge of Sales technologies including call center phone systems, guest inquiry tracking, and website ecommerce
- Ability to communicate with and influence all different types of guests and travel agents
- Proven ability to learn and then articulate the distinct aspects of products and services
- Proven ability to position products against competitors
- Excellent listening, negotiation, and presentation skills
- Excellent verbal and written communication, and proofreading skills
- 5+ years working for a lifestyle, consumer, travel, or luxury brand a plus
- Team player with strong accountability combined with a collaborative spirit
- Updates job knowledge by participating in educational opportunities & reading professional publications
- Able to pass a background check and drug screening

VACAYA is an equal opportunity employer. This is a full-time, work from home position with select benefits. Equipment to accomplish the task will be provided. This position does not travel on our ships or to our resorts to produce our vacations as part of the job duties. At times, the position will require travel to execute the sales strategy. Prescribed expenses are either covered or reimbursed. The position will report directly to the Director of Sales but be accountable to the CMO and CEO as well. VACAYA is an equal opportunity employer.