

Position Title: Head of Sales

Location: London

Reporting to: Director of Sales

The purpose of the role

A supervisory role for a professional sales manager with a proven track record in B2B selling and relationship management. Responsibilities include developing and maintaining excellent working relationships with clients and New Leads on the French tour operator Market with full responsibility for all their confirmed traveling leisure groups; generating incremental revenue streams by cross selling and upselling from the existing customer base and raising awareness of the company in the French speaking markets.

Ideally, the candidate should have:

Experience:

- A minimum of 3 years' experience in a Senior sales position in an Inbound operator required.
- A minimum of 2 years' experience in a senior management role required.
- Experience with CRM system a major plus.

Skills:

- Fluency in French & English is essential.
- German-speaking will be a plus.
- Full adherence to our company values and application on a daily basis.
- A positive attitude with the drive and work ethic to meet targets.
- Excellent written, oral and interpersonal communication / relationship-building and analytical skills.
- Accuracy and attention to detail.
- Able to work independently and self-directed.
- Excellent Time-Management and organization skills, including prioritization of activities.
- Flexibility to react to an ever-changing environment whilst maintaining focus on key issues.
- Possesses strong proficiency in MS Office applications (Excel, PowerPoint and Word).
- Full clean driving license.

Your responsibilities

Sales / Clients:

- Be responsible for the portfolio of Key Clients (regular phone calls and visits).
- Oversee organization of trade fairs / workshops and attend the key ones.
- Maintain and increase sales of our company's products.
- Reach the targets and goals set for your area & department.
- Develop sales strategies and setting targets.
- Compile and analyze sales figures from the relevant reporting systems.
- Work with the internal team, marketing staff, and other departments to increase sales opportunities and thereby maximize revenue.

- Ensure the sales team is contacting their clients for repeat series within company's set timeframe.
- Ensure any complaint received is resolved successfully within a maximum of 5 working days.

Staff:

- Ensure staff in all departments, receive sales training & understand the importance of good customer service + know what our USPs are.
- Ensure that sales staff have access to relevant tools for clients' presentation & trade fairs.
- Implement regular meetings with sales staff.
- Manage recruitment, performance reviews, holiday authorization, disciplinary procedures etc. when requested.

Products:

- Maintain excellent product knowledge at all times and ensure the Sales staff also have the required product knowledge
- Constantly look for and implement ideas to differentiate us from our competitors.

New request / Offers:

- Ensure all offers are sent out on time and at budget – meeting clients expectations.
- Monitoring and supporting technical teams with their offers and helping them to achieve their targets.
- Qualify and acknowledge new requests with a telephone call within 2 hours of receipt.
- Be actively involved in the concept and production of brochure programs for the clients portfolio.
- Calculate all selling prices and help to write descriptions for the company's brochure.

Reporting:

- Ensure that the CRM is kept up-to-date and accurate at all times.

Other:

- Ensure processes and procedures are being adhered to and to implement changes where required.
- Investigate new market trends
- Attend regular management meetings
- Complete any reasonable instruction
- Willing to work weekends & unsociable hours, including staying away from home when necessary during planning period and for the events.

Please send your application to: Chantal Triechelt pr@praktikum-in-london.de