

Position Title: Sales Manager

Location: London

Reporting to: Head of Sales

A 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 new leads in the French & Benelux markets and to have total responsibility for all their confirmed travel groups. The role also requires the role holder to generate incremental revenue streams by cross selling and upselling from the existing customer base, as well as increase awareness of the company in the French speaking markets.

Required Skills & Experiences

- ✓ **Fluency in French & English is essential**
- ✓ Full adherence to our company values and application on a daily basis
- ✓ A positive attitude with the drive and work ethic to meet targets
- ✓ Able
- ✓ 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 organizational 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)
- ✓ Some I experience in a sales position in an Inbound operator required
- ✓ Full clean driving license

Your responsibilities

1. Sales / Clients:

- To maintain and increase sales of our company's products, reaching the agreed targets and goals set for your area & department.
- Working with the Head of Sales – France, develop sales strategies.
- Present new products and services and enhance existing client relationships.
- Find potential new customers, present to them, ultimately convert them into clients, and continue to grow business in the future
- Identify and qualify potential clients, and the decision makers within the client organization
- Make cold calls as appropriate within your market or geographic area to ensure a robust pipeline of opportunities
- Collect customer feedbacks and market research, including up to date information about products, competitors and current market conditions.
- Attend conferences, trade fairs and exhibitions and travel abroad to meet new clients once a month, where relevant.

- Maintain sales volume, product mix, and selling price by keeping up to date with supply and demand, changing trends, economic indicators, and competitors.
- Work with the internal team, marketing staff, and other departments to increase sales opportunities and thereby maximize revenue
- Take charge and organize Famtrips for all your clients and following the procedure

2. Clients management

- Maintain close communication with the relevant clients at all times on the progress of the bookings providing a high level of customer service.
- Offer the clients as many additional services as possible in order to increase the income per group
- Act as the first point of contact for all clients To meet key clients as often as possible
- Be up to date and aware of any special offers / deals which can be sent to the clients to generate additional business
- Be aware of market trends and ensure that our market share from all clients is growing
- Take action when clients are using the company services less and to be proactive in finding out why and dealing with the underlying causes.
- Targets: To answer email / faxes within 4 hours and any correspondence on day of receipt if received by 12h00, or by 12h00 next working day if received after 12h00

3. Handling New request /Offers

- Ensure all offers are sent out on time and at budget – meeting clients expectations
- Monitor and support technical teams with their offers and helping them to achieve their targets
- Qualify and acknowledge new request with a telephone call within two hours of receipt.
- Ensure all new requests are well qualified following the procedure.
 - Take overall responsibility 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, to achieve the targets and goals set for the area & department.
 - Develop sales strategies and setting targets.
 - Ensure the sales team is contacting their clients for repeat series within company's set timeframe.
 - Qualify and acknowledge new requests with a telephone call within two hours of receipt.
 - Ensure any complaint received is resolved successfully within a maximum of five working days.

Preferred Skills & Experiences

- Experience with CRM system a major plus
- Must have fluent French
- German-speaking will be a plus.

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