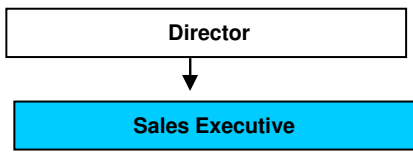


## JOB DESCRIPTION

Job Title	<b>Sales Executive</b>	Department	Customer Sales
Reporting to:	Director	Location:	Ely, Cambs
Position in Structure:	 <pre> graph TD     Director[Director] --&gt; SalesExecutive[Sales Executive]             </pre>		
Main Function of the Job:	To provide an effective and efficient customer sales role and to ensure that every sales opportunity is maximised whilst maintaining consistently high levels of customer service. To be involved in the formation of the product that the company offers.		
<b>Main Duties</b>			
<ul style="list-style-type: none"> <li>• To sell all Regaldive products over the telephone to direct customers and agents.</li> <li>• To ensure every sales opportunity is maximised to ensure that sales targets are consistently achieved and exceeded.</li> <li>• To ensure that all customer queries are answered effectively to maximise client loyalty and ensure consistent high levels of customer service.</li> <li>• To respond to web enquiries within 24 hours.</li> <li>• To respond professionally to all emails, ensuring queries are answered fully and accurately.</li> <li>• Liaise with other operators to buy flight seats.</li> <li>• To make outgoing calls to progress existing holiday options.</li> <li>• To liaise with suppliers.</li> <li>• To assist operations when deemed necessary</li> <li>• To carry out administrative tasks as necessary i.e. processing data and updating customer records</li> <li>• Visit destinations within the Regaldive Programme.</li> </ul>			
Working Conditions:	37 hours per week - 9:00am to 5:30 pm or 9.30am to 6:00pm Mon -Thu 9:00am to 5:00 pm or 9:30 to 5:30pm Friday Saturday on a rota basis (time off in lieu received) Required to attend dive shows (weekend 2 days) for which you will receive payment or time off in lieu.		
Qualifications Required:	<ul style="list-style-type: none"> <li>• Good level of Education with good numeracy &amp; literacy skills</li> <li>• Diving experience / qualification essential</li> </ul>		
Experience Required:	<ul style="list-style-type: none"> <li>• Previous experience within a tour operator preferable</li> <li>• Good telephone manner</li> <li>• Previous tele-sales skills preferable, but not essential</li> </ul>		
Aptitude / Skills:	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Excellent organisational skills &amp; ability to work under pressure</li> <li>• Ability to work on own initiative as well as being a good team player</li> <li>• Good computer literacy essential</li> </ul>		
Salary & Benefits:	Salary dependent on experience Commission Scheme Health care policy, Life Assurance 20 days holiday per year – rising to 22 days after two full year's service. Concessions on other Holidaybreak Ltd group holidays.		