



Custom Trip Designer (Trade)

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Reporting to:	Private Travel Manager
Line Management:	No direct reports
Location:	Aviemore, Scotland, 95% office / 5% in the field

Job Purpose

As a Custom Trip Designer you will use your own inspiration to create, accurately cost, and sell personalised trip itineraries to a range of B2B clients. Working with the Private Travel Manager and the Operations Team, you will design meaningful adventures for travellers and hit ambitious sales targets to drive this growing part of the business.

Key Accountabilities

- Create and price trip proposals, taking into consideration what is realistic from a client and logistical perspective
- Manage agent partner relationships, nurture leads, and drive sales
- Provide clear and accurate information in a timely manner to the clients and the Operations Team
- Achieve sales and conversion targets
- Continue to evolve your own product knowledge and keep up to date with what's new around the destination

Key Responsibilities

- Create unique and inspiring custom trip proposals for our travel partners to sell to their clients
- Follow agreed sales processes to convert enquiries into bookings
- Hit sales targets to drive our business success
- Work with the operations team to ensure the smooth running of trips
- Maintain up to date and accurate information on our CRM system
- Compile detailed, accurate and well presented client travel documentation
- Support the work of the sales team and wider Wilderness teams as required

Skills, Knowledge & Experience

- Experienced in creating and selling custom travel itineraries to a range of clients within the travel and tourism industry
- A proven track record of reaching and exceeding ambitious sales targets
- Agile, flexible and able to work quickly but accurately
- Strong writing skills including copywriting and editing
- Excellent IT skills with experience of cloud-based CRM systems, ideally Salesforce, as well as Google Apps and Mac applications
- Practical experience of all or most of the activities offered by Wilderness Scotland would be an advantage
- Strong knowledge of travel in Scotland and can confidently describe it - knowledge of England and Wales is also great to have but not essential
- Is committed to sustainability and is an advocate for wild places and our planet
- A genuine interest and passion for the regions where Wilderness Scotland operates, wild places and adventure
- Good interpersonal skills, awareness and emotional intelligence with an ability to develop and sustain business relationships.
- A natural collaborator who enjoys working in teams with a diverse range of individuals
- A strong and clear commitment to customer service excellence and “extra mile” delivery
- Excellent attention to detail, even when faced with multiple tasks and deadlines