



Sales Consultant

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

Job Purpose

You will respond to email and phone enquiries and sell appropriate adventures to our clients using your outstanding sales and customer service skills, guiding our clients through their journey from booking interest to post trip feedback. You will make a significant contribution to achieving the overall sales targets for the business.

Key Accountabilities

- Follow our sales processes to convert enquiries to bookings
- Collate all relevant client data and record it accurately in our CRM system
- Ensure all information given to our clients is correct and delivered to them in a timely manner
- Process new bookings for both scheduled and custom trips

Key Responsibilities

- Reply to written/telephone client enquiries in a timely manner and follow sales processes to convert enquiries to bookings
- Contribute to achieving overall sales targets
- Listen to our clients, understand their desires and sell the most appropriate adventure to them
- Process new bookings and manage existing ones already in our system as required
- Maintain up to date and accurate information on our CRM system
- Detailed, accurate and well presented compilation of client travel documentation
- Support the work of the sales team and wider Wilderness teams as required

Skills, Knowledge & Experience

- An experienced sales consultant - bonus points if it is in the travel or tourism sector
- Proven track record of reaching and exceeding ambitious sales targets and is results driven
- Comfortable selling both fixed and customised products to a range of customers
- Is agile, flexible and works accurately and efficiently with excellent numeracy and admin skills
- 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
- Knowledge of 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