



# Trade Sales Support

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## Trade Sales Support

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

## Job Purpose

As part of our trade team, you will work alongside our experienced Custom Trip Designers to ensure that our trade partners from across the globe receive well-written, inspiring trip proposals. You will also be responsible for updating booking information on our CRM system and preparing client information documents.

## Key Accountabilities

- Creating well written and inspiring trip proposals in a timely manner
- Ensuring all relevant client information is recorded and maintained in our CRM systems
- Compiling all client travel documentation making sure the information is accurate and clear

## Key Responsibilities

- Composing well written and inspiring trip proposals which showcase the adventures and experiences we can offer, inspiring agents to book their clients to travel with us
- Assisting with pricing custom proposals, by gathering all supplier costs and feeding them into our pricing documents
- Maintaining up to date and accurate information on our CRM system to ensure the smooth running of our departures
- Compilation of client travel documentation to ensure our clients have a seamless travel experience from pre to post departure
- Support our adventure consultants with processing new bookings to ensure timely and accurate responses to our client enquiries
- Supporting the wider sales team with different tasks depending on the needs of the business

## Skills, Knowledge & Experience

- Experience in sales/admin roles, ideally in the travel & tourism industry
- Strong copywriting and editing skills and a passion for writing
- Excellent ITC skills with experience of cloud-based CRM systems, ideally Salesforce, as well as Google Apps and Mac applications
- Practical experience of some of the activities offered by Wilderness Scotland, as well as some classic Scottish travel experiences, would be an advantage
- Knowledge of Scotland and can confidently describe it - knowledge of England and Wales would be beneficial but not essential
- 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
- 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
- Is committed to sustainability and is an advocate for wild places and our planet