

Travel Consultant & Marketing Executive (JD)



Taking a consultative and proactive approach to sales, you will act as our customers' personal advisor and assistant, helping them at every step from initial interest to purchase and beyond. Your understanding of environmental and conservation issues will demonstrate the expertise of the ACE brand. Meanwhile, your knowledge of our partner conservation projects gives them the detailed information they need to book the trip of their lifetime.

- Support customers and increase sales, by building relationships across a variety of channels, including one-to-one phone conversations, email, and social media messages.
- Speak directly and confidently to customers, helping them towards the most appropriate travel experiences for their needs and goals.
- Through after-sales care, set the tone for their expedition and add value by responding to their questions quickly and professionally.
- Day-to-day, collaborate with your sales and marketing co-workers and the wider ACE team. By sharing information and ideas, you help the whole business achieve its objectives for growth and conservation impact.

Responsibilities

Client happiness and sales

- Respond to enquiries promptly and energetically using both email and phone.
- Apply the correct sales process to gain the highest lead-conversion rate and ensure a smooth and supported customer experience.
- Work as a team to track all enquiries efficiently and leave all customers feeling supported, engaged and fully prepared.
- Build rapport and maintain client relationships over multiple conversations.
- Use our customised Business Management System (BMS) to enter and retrieve information about bookings and record communications.
- Monitor and report on sales activities and trends, providing relevant information to team members.
- Continuously build your knowledge and keep up-to-date with news about our partner projects so you are equipped to explain and describe the experience to potential customers.

Marketing and engagement

- Work with the sales and marketing team to identify possible content gaps in our offering and suggest new ideas that would promote our trips throughout the year.
- Share after-sales feedback and testimonials for use in various marketing channels, assisting with gathering content from clients after their trips.
- Deliver sales presentations, ensuring the content is consistent with other marketing communications and personalised to the nature of the audience.
- Organise and attend talks and marketing events, if and when needed.
- Respond to community engagement on our social media channels, if and when needed.

Managing bookings and traveller admin

- Prepare itineraries and quotes (including flights, insurance and payment methods) for travellers in an accurate and timely manner.
- Administer confirmed bookings in a logical manner and in accordance with company procedure.
 - Process customer payments (including deposits, balances and insurance) via our Business Management System (BMS) and payment platform.
 - Review guest travel documentation.
 - Organise bespoke departure packs for travellers prior to their trips.
 - Ensure relevant partners have all the required information about the travellers.