



TITLE : Sales Support
LOCATION : &Beyond Bateleur House
CONTACT PERSON : recruitment@andBeyond.com

&Beyond is built, almost entirely, on the strength of remarkable people who give passionately to their roles, work tirelessly, and have the guest experience at the core of their focus daily and care of the sustainability of our communities and environment. Every single ‘&Beyonder’ makes a huge difference to our success and our contribution to the world, regardless of their role or function. For this reason we choose ‘&Beyonders’ very carefully - they are the strength and the future of this company.

KEY OUTPUTS:

- Accurate and timeous delegation of all web or other enquiries received in accordance with documented process
 - Daily reconciliation back to CMS system
 - Daily reporting thereof
 - Shared weekend delegation of web enquiries

- Responsible for delivering accurate data and reporting for all sales
 - YTD reporting against targets Budgets
 - Accuracy of CRM Database
 - Capturing and managing Incentives, Brochure Inclusions and Barters
 - Maintaining and updating the agreed sales process & methodology

- Actively participate in devolvement of self, team and company through Performance, Development and Training
 - 360 Degree review
 - Performance appraisals
 - Undergo destination training
 - Support Sales Representatives with training on collateral, process and databases

- Reporting & Analytics
 - Communicate all agreed and aligned reporting to Sales Team
 - Report monthly according to the agreed deadlines
 - Create the reports per the needs analysis in consultation with the Commercial Systems team and IT
 - YTD reporting against targets
 - Accuracy of CRM Database
 - Actively participate and engage in training any and all up-skilling initiatives
 - Report monthly according to the agreed deadlines
 - Production of timely accurate minutes for Sales Support Team weekly Sales and Bi-Monthly Sales Lead meetings. To be distributed by closing of the next working day for sales meetings and the following Wednesday for Bi-Monthly Sales Lead Meetings
 - Procedure documentation and communication with the Sales Team



- Sales Representative contract administration
- Assist with the development plan to widen the revenue distribution
- Shared maintenance of all Sales and web delegation BOPS /processes
- Posting of all &Beyond brochure requests received during your shift and recording of quantities hereof
- Collation of all feedback requested from Sales Force by Sales management
- Sending Travel Planner leave invitations and updating the Travel Planner In/Out per day schedule
- Budget management for the following cost centre's
 - Allocated an aligned budget line/s for various projects and financial management
- Accuracy of CRM database
 - Ensure correct input and updating off CRM database for accurate information
 - Joint Marketing Ventures / Brochure Contributions & Incentives updating
 - Updating communication fields
 - Extract reports from CRM database that align to business needs as well inform future channels
- Sales processes/ methodology
 - Documentation of all consulted & agreed sales processes and methodology
 - Updating of the above according to business developments
- Projects Management including Trade Shows and Sales Trips
 - Drive, action and complete all allocated projects received from Sales Support Manager
 - Track against progress and completion based on deadlines provided by Sales Support Manager
 - Planning of all Sales related phases of the show in conjunction with Channel Marketing
- Turnaround and support of sales representatives, executives and group sales managers
 - Actioning all incoming emails accurately, timeously and efficiently
 - Communicate all sales related information to ensure Sales teams are informed on processes, changes, reports and sales information

SKILLS REQUIRED:

- Good understanding of product and general knowledge and andBeyond Product destinations
- Computer - Microsoft Office Applications (Word, Excel and Outlook)
- Understanding of the Availability and Web Reporting Systems
- GIS, WETU, Maximizer, Tourplan and ESS
- Understanding of the data and analysis done
- Problem-solving skills
- Excellent command of both spoken and written English (e.g. reporting)
- Body language
- Knowledge of markets and understanding of how they operate
- Ensure consistently good levels of guest/client delight

Personal growth

- Time management



- Teamwork
- Conflict management and resolution
- Attention to detail
- Administration and organization skills (e.g. paperless filing, printing and binding of documentation and database filing/management)
- Event coordinating and set up requirements
- P-drive Navigation
- Speed Typing
- Memory Skills
- Self-Awareness

People

- Training and development

QUALIFICATIONS REQUIRED:

- Matric (Required)
- Tertiary Degree (Advantageous)
- Travel and Tourism Diploma or experience (Essential)

PREVIOUS WORK EXPERIENCE REQUIRED:

- Background in touring/ lodge reservations and/or field experience advantageous

We reserve the right not to make an appointment.