

## Sales Manager (Tour Desk)

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Company: FCM Travel

Location: Thailand

Category: other-general

## Sales Manager (Tour Desk)

Discova is searching for In-destination Experience Leader to join our highly motivated team. If you're a natural born leader with strong communication skills and ambitious sales targets, and have an ability to adapt quickly and think strategically under pressure, we would love to get to know you!

### About the Opportunity

As the In-destination Experience Leader, you will use your leadership experience to provide vision, inspiration and strategy to our in-destination teams and implement strategies as directed by the Country Manger. You will be responsible for driving growth of the destination teams by ensuring consistency in the sales process, assisting with product development, setting benchmarks and targets for sales performance, and establishing motivational reward and recognition systems for our sales teams.

### Your main responsibilities are:

You will work with Country Manager and In-destination Experience Team Leaders to identify new partnership opportunities and sales channels to achieve growth in revenue.

Lead the one best way customer sales experience.

Use your initiative to implement and fill gaps in the sales process, utilising the experts around you L&D and Sales Focus Days).

Lead product development for key accounts and new business opportunities in conjunction with Host Team Leader and CMs.

Proactively develop product for key partners in line with destination trends.

## **About you**

### **The Essentials:**

A bachelor's degree or a certificate in tourism and hospitality is an advantage.

Fluent in written and spoken English. A national language would be an advantage.

Proven track record in strong sales and excellent business acumen.

Demonstrated leadership and ability to foster teamwork, promoting diversity and inclusion.

You are a leader who implements their negotiating skills, motivation and creativity, and proactively grows sales in the business.

### **The Attributes:**

Well-developed problem-solving skills.

Customer centric with commitment to high standards of service delivery.

High attention to detail and strong time/priority management skills.

Able to work independently as well as in a team environment.

Comfortable with a flexible rotating roster that may include late nights, weekends, and early mornings.

Easily adapt to uncertainties/changing priorities and able to remain calm under pressure.

Willing to travel on business when required.

Personally aligned with Discova's company purpose and values.

Proficient with Microsoft Office applications.

## **About Us**

Formed as a result of the merging of two leading DMCs - Buffalo Tours and Olympus Tours - Discova is a global destination management specialist. They take care of tailor-made touring, leisure groups and transfers throughout Asia and the Americas (including Mexico, the Dominican Republic and Costa Rica).

Discova holds responsible travel at its core, working responsibly with customers, host communities and local business partners to offer the best value, highly rated tours with customer satisfaction as a hallmark of their service.

Discova's people are homegrown - % are locals, blending localised know-how with an understanding of what makes a Discova trip to their home country special. To be part of the Discova family is to be in your element, and being in your element means:

being the best you can be in any situation

doing what you love whatever your role is

being valued for who you are and what you do

continuing to grow as the world changes

joining a family that creates a world of possibilities

To learn more about Discova click

**Work Perks! - What's in it for you:** We are renowned internationally for having amazing perks and an even better culture. We understand that our people are our most valuable asset. It is the passion and dedication of our teams that keep the company on top of the industry ladder. It's also why we offer some great employee benefits and perks outside of the norm.

Enjoy the freedom and flexibility of a hybrid work structure that combines both remote and in-person work.

**Have fun:** At the heart of everything we do at Discova is a desire to have fun.

**Reward & Recognition:** Celebrate the success of yourself and others at our regular Buzz Nights and at the annual Global Gathering - You'll have to experience it to believe it!

**Use your smarts:** Our people use their quick thinking, expertise, and tenacity to always figure things out.

**Love for travel:** We were founded by people who wanted to travel and want others to do the same. That passion is something you can't miss in our people or service.

**Personal connections:** We are a big business founded on personal relationships

A career, not a job: We offer genuine opportunities for people to grow and evolve

We back our people all the way: We are strongly committed to supporting every single employee in their professional and personal development.

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