



Sales Consultant

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Reporting to:	Managing Director
Line Management:	No direct reports
Location:	Kirkby Lonsdale, England, 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 customer service and sales 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.

It should be noted that Wilderness England is a start up business. Whilst the role is sales focused, you will be required to flexibly work in other areas of the business to support future growth and development. Such areas include but are not limited to operational logistics, product development and general business administration.

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

- 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 England, as well as some classic English travel experiences, would be an advantage
- Knowledge of England and can confidently describe it - knowledge of Wales and Scotland 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