



Job Opportunity

Group Sales Co-ordinator (Tour Operators, Adhoc and Education)

TB17-24

CONTRACT:	Permanent Annualised Hours
HOURS:	40 per working week, Monday – Friday 09:00 – 17:30 <i>(flexibility to work evening / weekends occasionally when required)</i>
LOCATION:	Titanic Belfast
REPORTING TO:	Out of State Sales & Marketing Executive

General Purpose

Working as an effective member of the Leisure and Business Sales team, under the direction of the Sales & Marketing Executive, you will be responsible for maximising sales potential of all Leisure Group bookings for Titanic Belfast. Such sales targets will be in line with agreed monthly sales targets and annual key performance indicators.

Main Job Tasks and Responsibilities

- Meet and exceed sales targets for all Group bookings for Titanic Belfast & SS Nomadic.
 - Processing of all Group bookings for Titanic Belfast to payment or contract stage.
 - Administration of all booking confirmations, ensuring the booking is correctly entered into ticketing system and correct booking paperwork is received, confirmed and filed.
 - Provide accurate handover notes to the Visitor Attraction team for logistics and fulfilment.
 - Using information technology to record sales figures for data analysis and in order to forward plan sales growth and ensure targets are achieved.
 - Working closely with the finance function to ensure efficient and accurate invoicing and payments in line with booking terms and conditions using Sage to issue invoices, request for payments etc.
 - Collating and maintaining accurate and up to date reports on all Group bookings as directed by line manager.
 - Assist in provision of statistical data on all tour operator group booking sales in conjunction with annual targets.
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- Act as first point of contact for all potential Group bookings and ensure up to date and accurate point of sale material, booking information is efficiently sent to all potential clients.
- Work with the Out of State Sales & Marketing Executive and Head of Business & Leisure Sales in the development of a sales and marketing strategy to drive tour operator, ad hoc and education business moving forward.
- Liaise with internal departments including management team and the wider Business and Leisure sales team to book after hours tours.
- Ensure complaints are dealt with using Titanic Belfast's agreed procedure.
- Communicate calmly, politely and tactfully to customers under all circumstances.
- Ensure high standard of Customer Service for all Groups.
- Any other duties as delegated by the line manager or any other person designated in their absence.
- Undertake associated market research and identify sales leads.
- Represent Titanic Belfast and SS Nomadic at associated industry trade events and exhibitions.

The above reflects the main elements associated with this position. It is not intended to be exclusive or exhaustive.

Essential Criteria

- Minimum two years' experience in a proactive sales role preferably within the tourism or hospitality sectors.
- High level of attention to detail with excellent planning and organisational skills.
- Experience of working with IT systems and database management.
- Ability to work as part of a busy team and across teams, using your own initiative.
- Excellent IT skills including all MS Office applications and Internet Explorer.

Desirable Criteria

- Foreign languages

Core Competencies

- Ability to work as part of a team.
- Ability to communicate effectively with colleagues and clients.
- Ability to work under pressure and react quickly and effectively to ad hoc situations.
- Time management & organisational skills.

NB: Titanic Belfast reserves the right to enhance the selection criteria if necessary to assist with shortlisting.



Closing date for receipt of applications is **Wednesday 26th April 2017 @ 9am** . Applications will only be accepted via company application forms. Applications received after the closing date and time will not be considered. If you wish to apply for the position please contact us via careers@titanicbelfast.com and we will send an application pack out to you, the last date for requesting application packs is **Tuesday 25th April 2017 @3pm**

Applications received after the closing date and time will not be considered.

Please note for applicants successful at the shortlisting stage and each stage thereafter the following dates will apply:

- Assessment centre – Tuesday 2nd May 2017
- Individual interviews – Friday 5th May 2017

Titanic Belfast Limited is an Equal Opportunities Employer.

