



Job description for Sales Supervisor

Job title	Sales Supervisor
Department	Saigon Branch
Report to	Branch Manager
Location	Saigon Office

POSITION OVERVIEW:

The Sales Supervisor works to provide outstanding customer service including information on Buffalo Tours Product and travel destinations, to promote Buffalo Tours brand and create sales.

SALES

The Sales Supervisor will be in charge of following elements:

- Walk-in sales at Saigon office
- Online sales sent from iCSR and hcmc@buffalotours.com
- Sales at Renaissance Hotel tour desks (at least 2 shifts/week)
- Requests sent by colleagues from other Buffalo Tours' offices
- Requests from Marketing and Branch Manager (FIT, groups, MICE and others)

Besides, Sales Supervisor should assist with the supervision of sales team by:

- Motivating the team
- Preparing tour desks' work schedules and amendments if necessary
- Preparation of the overtime report (calculate the hours)
- Communicating with all sales agents in order to receive their comments/suggestions
- Participating in a weekly meeting with each agent
- Suggesting improvements to Branch Manager
- Supporting the Branch Manager with the implementation of changes (new procedures, objectives or else, as well as update the information for tours, new products and quotation, including eventually training)
- Double checking the accuracy of quotations and service vouchers as well as P&L reports

OPERATION

Tasks	Measure
Support if the operation department is downsized due to trainings, holidays or else	<ul style="list-style-type: none">• Receive 100% feedback forms• 95% of quality feedbacks• Tours are run on budgets

COMMUNICATIONS

Tasks	Measure	Monthly Objectives
Internal communications (within the Branch - through meetings, notice board)	Quality of communications	No complaint from any source
Fantastic communications with other offices to ensure great overall feedback for Buffalo Tours services		
External communications (other offices and clients)		

QUALIFICATIONS AND EXPERIENCE

Fluent in Vietnamese and English

A workable knowledge of Microsoft Word and Excel software

Personal and professional travel experience of Buffalo Tours products in Indochina

Undergraduate degree

OTHER SKILL AND ATTRIBUTES

Understand Buffalo Tours

Passion for travel Buffalo Tours style

High standards of customer service and good communication skills

Problem solving and decision making capacities

Ability to work independently and in a team

Ability to work under pressure and juggle multiple tasks

A strong knowledge of Buffalo Tours's style of travel, operating systems and trips

Ability to learn new computer packages

A willingness to work regular office hours with some flexibility

Outstanding organizational skills

Initiative to develop more efficient methods for Buffalo Tours' operations

An understanding of and commitment to customer satisfaction

Excellent verbal communication skills and writing ability

Friendly, flexible, adaptable; Responsible and reliable; A sense of humor and a smile!

OTHER REQUIREMENTS

- Attend Operations functions outside office hours
- To attend weekly office meetings

REMUNERATION PACKAGE

A competitive salary, benefit and career development will be offered for qualified candidates commensurate with the responsibilities and qualifications.

All applications will be treated in strictest confidence.

Deadline for application: 26 Oct 2009

