



Job Description

Account Manager

Reports to: Sales Manager

We are COGO Travel

A friendly UK based Group travel specialist, we were established over 20 years ago specialising in educational group tours for schools, colleges and universities and leisure breaks for adult groups. We thrive on entrepreneurial spirit and are constantly evolving to provide excellent customer care, delivering an exceptional tour experience to our customers.

Overview

This role requires a highly motivated & creative individual who is driven to exceed sales targets and has a strong entrepreneurial streak to identify sales opportunities to grow our sales. The candidate must be able to work on their own initiative and have a strong intuition as to what will succeed in this market.

Working closely with Marketing and Operations within our Brighton team, we aim to provide highly effective Customer account management, which delivers excellent travel experiences for our customers and business growth across both UK within the Education group travel market.

Key Responsibilities

- Predominantly a telephone based role although with some face to face contact
- Dealing with inbound enquiries from Group Leaders and direct customers
- Providing an exceptional customer journey experience from;
- Building strong relationships with clients and key accounts
- Outbound prospecting to various groups in Schools, retail, social and sporting sectors with possible on-site visits in an effort to build a strong customer base
- You may be asked to attend school or University events as an ambassador for the company.
- Reserve key elements of the tour before handover to Operations
- Liaise with the operator as required to ensure excellent customer journey experience
- You will need to build a strong relationship with Customer Operations, Marketing and Product to ensure that as a company you and your team deliver the highest quality experience for our customers.
- Manage your own customer leads and be accountable for your sales and KPI's.
- Make customer service calls on your returning customers to build a future repeat booking pipeline.



COGO Travel, 6-7 Lovers Walk,
Brighton, BN1 6AH. Tel: 01273 020 532
Web: COGOtravel.co.uk



Skills and Experience

- Have a proven ability to meet and exceed sales targets
- Customer focused with a keen awareness of the customer's perspective
- Excellent attention to detail with strong organisational skills and an ability to progress & manage multiple customer bookings simultaneously
- Strong sense of urgency, persistence and accountability to achieve results
- Excellent persuasion and influencing skills
- Excellent numerical skills and commercial acumen
- Excellent interpersonal, communication and I.T. skills
- Have a flexible approach and be capable of working as part of a team
- Organised and logical approach with the ability to prioritise a heavy workload and work under pressure and to deadlines.
- Accurate and detailed approach – Attention to detail is a key part in this role.

Experience: Ideally a minimum of 2 years sales experience in a similar role and having consistently overachieved on targets



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