



SALES SUPPORT & GROUP MANAGER AT SEA CLOUD CRUISES

SEA CLOUD CRUISES is searching for a dynamic Sales Support & Group Manager to join our team and provide essential support to our sales operations. This role involves working closely with Travel Advisors, assisting with bookings, training travel partners, developing group business and mastering our reservations system.



Requirements

EXPERIENCE

- » 3-5 years of experience in the travel industry, with a strong background in sales support.

KNOWLEDGE

- » Proficiency in Microsoft Word, Excel, and PowerPoint.
- » Familiarity with travel industry operations and booking processes.
- » Ability to learn and navigate Sea Cloud Cruises' reservations system.

SKILLS

- » Excellent communication and customer service skills.
- » Strong organizational abilities and attention to detail.
- » Ability to train and support Travel Advisors and travel partners effectively.
- » Proficient in creating and delivering presentations.

EDUCATION

- » Bachelor's degree in a related field is preferred but not required.

COLLABORATION

- » Ability to work closely with Travel Advisors and other team members to achieve sales goals.

PROBLEM-SOLVING

- » Proactive problem-solving skills to address booking issues and customer inquiries.

ADAPTABILITY

- » Willingness to learn and adapt to new processes and systems.

PASSION FOR TRAVEL

- » Enthusiasm for the travel industry and a commitment to providing exceptional support to Travel Advisors and partners.

RESPONSIBILITIES

- » Assist the Vice President of Sales in tracking daily tasks and projects.
- » Support Travel Advisors with current and new bookings, ensuring a seamless booking experience for customers and agencies.
- » Train travel partners on Sea Cloud Cruises' products, services, and booking procedures.
- » Order marketing materials for Travel Advisors.
- » Register Sea Cloud Cruises for trade events and attend these events to represent the company.
- » Master Sea Cloud Cruises' reservations system to efficiently manage bookings and reservations.
- » Provide ongoing support to Travel Advisors and partners to enhance sales performance.

- » Assist reservations when needed and handle overflow calls.
- » Ability to set up group business within Sea Cloud Cruises reservations system.
- » Actively call out to group producers and promote brand and group dates and promotions and follow up.

HOW TO APPLY

If you meet the requirements and are excited about the opportunity to join Sea Cloud Cruises as a Sales Support & Group Manager, please submit your resume and a cover letter highlighting your relevant experience and current skills to insidesales@seacloud.com.

Please also provide references. We are looking forward to welcoming a dedicated, hands-on individual to our team who is passionate about the travel industry and ready to support our sales efforts effectively.