

9/24/2022



SPHM
HOSPITALITY

CRUISE JOB DESCRIPTION – SALES & MARKETING



Hotel Management

SPHM Hospitality

Property of: | Hotel Management SPHM Hospitality

REPRESENTATIVE, TRADE SUPPORT

Job Description

We are currently seeking a Representative, Trade Support! The representative will support efforts related to Travel Agents and potential accounts to drive sales & marketing engagement and development opportunities. The representative will work to support Travel Agents and Charters, Meetings & Incentives existing and potential accounts in 1:1 contact through phone calls, emails and Facebook comments/posts. They will also be responsible for developing ongoing best practices and optimizing tools to support the broader Sales & Trade Marketing teams in response to Travel Agent engagement needs.

Essential Functions:

- Services incoming calls from external (Travel Agents, existing and future accounts) and internal (Sales and Trade Marketing teams, other CCL areas) stakeholders in a timely manner with accuracy and professionalism.
- Handles designated emails with the appropriate tone and in accordance with outlined service levels (e.g. similar topics/requestor to phone calls). Supports comments/inquiries on team's social media page Facebook.com/SPHMTrade.
- Creates edits, merges, closes and maintains agency profiles in various system platforms in accordance with Sales & Trade Marketing policies.
- Properly maintains accurate and detailed agency database for Sales Teams interacting with a Customer Relationship Management (CRM) application.
- Identifies key indicators reflecting Travel Agent wants to opt into working with a designated Sales Representative (i.e. booking a group that has potential, unique marketing opportunity); escalates to the Sales Team accordingly.
- Reconciles department invoices and processes payment/supplier requests within the internal Accounts Payable systems in accordance to the Budget Guidelines.
- Handles ad hoc administrative work on projects.

Minimum Qualifications:

- High School Diploma or GED required. Associates Degree preferred.
- Minimum 3 to 5 years experience in related type role.
- Technical knowledge to troubleshoot, coordinate and leverage internal IT applications and databases. Also, to maintain and create supporting data (policy/procedure) within Microsoft Word, PowerPoint and Excel.
- Excellent customer service skills.
- High degree of accuracy and attention to detail.

Cruise Job Descriptions

- Communicate clearly and accurately in person, via email and phone; business professionalism.
- Able to multi-task and work efficiently in a fast-paced environment.
- Ability to continuously prioritize own workload with minimal direction.
- Excellent interpersonal skills and a promoter of teamwork.
- Ability to use a web browser and search the Internet.
- Proven ability to build cross-functional relationships and collaboration.
- Flexible to adapt to changes and cross-training of job requirements.
- Strong work ethic.