

Sales Manager

Location:	Mornington, Victoria
Industry:	Leisure, Travel and Tourism
Employment Type:	Full-time 38 hours (5 days a week)
Reports to:	Owners / General Manager
Applications open	Late January 2025
Start date:	February 2025

About the company

RAW Travel is a boutique tour operator on Victoria's Mornington Peninsula that specialises in iconic walking adventures worldwide. We aspire to be one of the world's most inspiring and innovative walking companies and were the first hiking company globally to achieve the prestigious B-Corp accreditation.

RAW Travel is an exciting company to work for and is built on a real passion for active travel and what it delivers to our clients. We are innovators and have a very loyal client base, built on many years of providing great service. We are an established business with over 20 + years of experience, but we don't try and run trips everywhere – we prefer to offer real expertise and useful advice on the ones we do. All our Destination Experts are passionate, well-travelled walkers. They deliver relevant advice and experience from being 100% focused on our chosen walks, rather than hundreds of different trips.

RAW Travel has remained a personal and bespoke service and travelling with us has always been about experiencing the world and local people with authentic walking adventures. We passionately believe that walking trips offer unique experiences to travel sustainably with opportunities for authentic travel and personal challenges. We aim to inspire our clients and create transformative journeys that can benefit both people and the planet.

Providing personal, friendly service is core to our success. We genuinely love our travellers, and the fulfilment of their travel dreams is our passion. Any prospective team members must share our values and commit to the mission of providing outstanding customer service, whilst upholding our ethos of being an ethical and responsible business.

Our team

- Founder & Joint Owners: Dave & Melinda Reynolds / Intrepid Travel
- Australian office: 24 staff (destination experts, operations, marketing, finance – remote working and local office base)
- Australian ground & Overseas staff: 15+ support staff and leaders

Our values

- Authenticity
- Adventure & Freedom
- Exceptional Service
- Integrity & Honesty
- Inspiration
- Optimism
- Challenge & Achievement
- Sense of Community
- Environmental responsibility

Our charter

- Put customers first
- Exude passion and expert knowledge
- Innovate and inspire
- Take ownership
- Foster teamwork
- Go above and beyond
- Make it fun
- Care for our community and environment

About the role

You will work in the dynamic adventure travel industry in this exciting and fulfilling role. The Sales Manager is responsible for hitting and exceeding company revenue targets, ensuring company profitability and an exceptional client experience. Your position will concentrate on the sales success of RAW Travel and that of our destination specialists who comprise our Sales team. Your focus will be motivating and developing the team and ensuring sales targets are exceeded monthly, quarterly and annually. You encourage a fun, culturally rich environment where people are motivated and happy to come to work each day. You will work closely with our destination managers, marketing, finance and operations.

The ideal candidate

As our Sales Manager, you will have a drive for success with proven sales ability and experience successfully leading teams. You will be open to exploring challenges that come your way with authenticity, compassion and excellence and you thrive in an agile work environment. Ideally, you have previous travel sales management experience and the ability to motivate, lead and inspire a team. With sound product/destination and hiking know-how, you are confident discussing and selling our trips. You have a proven track record of exceeding targets, excellent customer service, and a real drive and passion for adventure travel.

You will also have attention to detail, a knack for systems – and how to use them to understand trends and monitor progress.

Desired abilities and experience

- 3+ years experience in sales/customer service preferably within the travel industry.
- 3+ years of sales management experience leading a diverse team.
- Well-developed people management skills with a high level of empathy and skill in recruitment, performance management and employee development.
- Tech savvy with aptitude and experience with travel industry systems and Google Drive documents (Insightly CRM & VT desirable)
- Exceptional telephone manner and web-based sales experience.
- Ideally first-hand (travel) knowledge of RAW Travel's destinations and hiking.
- Demonstrated experience in business planning, budgeting, costing and forecasting.
- Experience setting targets and reporting on progress.
- A self-directed decision-maker with excellent organisational, time management skills and natural attention to detail.
- Grasp and curiosity of adventure products, processes, the industry and competition, and the market for this style of travel product.
- Proven ability to implement new, alternative and innovative ideas for achieving targets, attracting sales leads, and driving business revenue.
- An approachable and natural leader with a knack for identifying solutions and a desire to improve yourself and the team.
- The ability to work autonomously, prioritise, be resourceful, make effective decisions and be self-motivated to achieve results.
- Experience with managing and working in a semi-remote team.

Primary accountabilities

- Leading exceptional customer service skills with high standards of communication and interpersonal skills.
- Development and execution of initiatives to exceed revenue targets, attract new business, increase productivity, NPS score and profitability targets.
- Leading a diverse team and fostering productive and positive working relationships.
- Implementation of strategies and processes that streamline the work of your team.
- Ability to understand and resolve issues where client's expectations may not have not been met.
- Advise on strategy and future trends, and identify and manage any issues ahead of time.
- Initiation and co-ordination of staff and client incentives.
- CRM management and reporting on KPIs and trends.
- Collaborate with Marketing Manager to align sales goals with marketing initiatives, campaign planning and lead-generation strategies.
- Collaborate with the Finance Manager to ensure all sales and finance goals are attained.
- Collaborate with the Operations Manager to ensure sales commitments align with operational capacity, avoiding overpromising and underdelivering to clients.

Secondary accountabilities

- Meet regularly and collaboratively with sales staff and the wider team to discuss sales outcomes/trends and plans to exceed targets.
- Be proactive in providing feedback to the team regarding sales results and performance.
- Provide sales support and training by analysing, communicating, and reporting on essential sales information.
- Commitment to a 24-hour client response time and improving the client experience throughout their journey.
- Source new opportunities to grow RAW Travel's existing client base.
- Actively leading with, and promoting, the company's core values.
- Desire to assist with company functions such as talks or hiking events.

What you'll get in return

RAW Travel is a great place to work, with an engaged group of staff, an excellent work environment and travel opportunities. We have high expectations of our team and we want our staff to be adventurous, active, authentic and fun-loving. We will give you the opportunity for training and development both internally and externally. RAW Travel is a certified Benefit corporation ('B Corp'). This offers opportunities for above-the-norm staff perks and abilities for remote working, benefits and contribution to our community, environment and travellers.

You will receive a competitive base salary based on experience, with travel perks, a hybrid flexible workplace, and the potential to earn a performance-related bonus.

If you have what it takes and want to join a thriving and innovative company who are passionate about adventure travel and delivering great customer service, then we want to hear from you!

Interested? The next steps are....

Visit our Careers page on our site for general information on RAW Travel.

Please tell us about your experience leading a sales team, your experience in the adventure travel industry, and any relevant multi-day hiking experience.

Please send your CV to recruitment@rawtravel.com

We thank all interested candidates for your interest. Only those chosen for an interview will be contacted.