



Key Accounts Executive

Take responsibility for the growth of existing customers and converting opportunities generated by the sales team.

Job Title: Key Accounts Executive
Reporting to: Key Accounts Manager
Department: DMC

Primary Location: Edinburgh, London, Dublin or Palma

About Us

We help travel businesses grow through destination expertise. Working with international clients in the travel trade, we develop new touring programmes, improve existing ones or boost turnover by providing accommodation, attraction entrances, catering, guiding and transportation in our destinations at a leading rate. JacTravel was established in 1975 so are long term specialists in England, Scotland, Wales and the island of Ireland but have now expanded into France and other key destinations in mainland Europe.

Our Culture

We have passionate travel experts based in our offices in Edinburgh, Dublin, London, Palma (Mallorca) and Cluj (Romania) but also working remotely throughout the world. We're very proud of our diverse team. Since 2017, JacTravel DMC has been part of WebBeds, one of the world's leading providers of accommodation distribution services to the travel industry, and so there are more than 50 different languages spoken throughout the entire company.

Working at JacTravel means mixing with colleagues and clients throughout the world, coming into close contact with the best travel experiences that our destinations have to offer and playing a vital part in the future of inbound tourism. We think our working culture reflects this – in the

offices we are smart casual, hybrid working models are encouraged to suit each individual employee and we make an effort to fit our work around people's home lives. Achieving a fair work-life balance is in our nature.

Job Purpose

The re-contracting process for group series occurs both seasonally and annually with new and existing customers. With your existing knowledge of the client's products, you will have clear development plans for the following season and expand our penetration with the customers within your source market. You will develop relationships and become the principal point of contact for several of our existing and prospective clients. In addition, this role takes total responsibility for the qualifying, quoting, and conversion of adhoc groups.

Key Responsibilities

Be up-to-date with planning cycles and provide the right products and prices within client deadlines.

Become familiar with the markets for which you are responsible for: who are the competitors, expectations, how they work, etc.

Have a strategic focus on how you can grow existing clients and each out to new/prospective one.

Ensure that you deliver on your key targets including: quote turnaround times, conversion levels on enquiries, % return on offer and after travel sales calls.

Qualify all new enquiries and follow-up verbal contact as soon as possible.

Work closely with the Operations Manager to ensure converted business is handed over in an accurate and timely manner.

Follow correct quoting procedure and be aware of which hotels to promote.

Be commercially aware to protect margin and look to maximise returns.

Be clear at all times on how performance is against target.

Adhere to the pricing policy.

Provide scanned images, brochure material when required.

Visit clients abroad as and when required.

Organise and accompany clients, potential clients on FAM Trips, inspection trips.

Produce regular special offers to be sent to existing, potential customers for which you have responsibility for developing.

Assist the Operations and Product teams should the need arise, cross-training will be provided.

Assist with product development by being constantly aware of new products by:

- Keeping abreast of new hotels, entrances or events that arise
- Making use of the current range of contracted services
- Responding to demands by customers or sales staff and communicating this clearly to the product team

About You

Essential

Qualifications & Knowledge: English and proficiency in French. A solid working knowledge of Microsoft Word, Excel, Outlook, and the Internet. Exceptional customer service and results driven. Highly accurate with an excellent attention to detail. Well-developed written and verbal communication skills. Ability to make decisions and to work on own initiative and in a team. Excellent organisational skills. Experience in negotiation. Hospitality or Tourism Industry experience.

Desirable

Experience, Skills, and Behavioural Requirements: Previous experience working for a Tour Operator.

What we can offer you



Flexible hours



Health and wellbeing support including enhanced parental leave and Employee Assistance Programme



Hybrid working



Travel benefits



Family and Friends discounts on Hotel and Flight bookings



Birthday day off



Long service awards



Up to 25 days annual leave (excluding bank holidays)



Company-funded staff social events



Learning and development opportunities



Pension scheme