

Director of Sales – Asia – Abercrombie & Kent and Crystal

For decades, Abercrombie & Kent and Crystal have been synonymous with exceptional, award-winning travel experiences.

Abercrombie & Kent was the pioneer in the world of luxury travel over 60 years ago redefining the notion of what is possible on a holiday and delivering experiences that change the way travellers see the world and themselves.

Crystal has for over 30 years set the standard for global luxury cruising generating deep loyalty amongst their guests as the crew set the standard for what service at sea should be.

Now under the ownership of the Abercrombie & Kent Travel Group, these two iconic brands are offering a chance for the right candidate to become a member of a global and growing sales team as we position both brands to deliver a new level of travel experience across the globe.

The Role

With dual reporting lines to the respective Vice President – Sales – APAC for each brand, this is a strategic trade focused role responsible for reaching and exceeding sale targets across Asia. It will require the managing and developing of strategic relationships and the execution of negotiated business plans with our trade partners so as drive business and maximise revenue opportunities.

The role has a high degree of autonomy and will be based in Hong Kong or Singapore. There will be consistent and regular travel required across Asia and the sub-continent, with some long-haul international travel likely. After-hours work is required.

This role requires a dedicated, self motivated person who has the drive and passion for sales success and be a highly respected ambassador for our brands.

Key Responsibilities include, but are not limited to:

- Manage trade partnerships to exceed assigned targets.
- Define, implement, and communicate effective account management strategies that maximise revenue generation.
- Initiate and implement, along with VP Sales and VP Marketing, sales, and marketing initiatives for key accounts with strong focus on ROI.
- Establish a robust pipeline of new business opportunities, identifying new partners and growing portfolios of existing partners.
- Increase Abercrombie & Kent and Crystal's product and brand awareness to the travel agent community.
- Educate trade partners on all Abercrombie & Kent and Crystal products, features, and processes, through road sales calls, trainings and product presentations.
- Undertake activities with trade partners and guests at trade shows, co-consultations and product launches.

- Timely reporting on activity, market conditions and opportunities
- Monitor and communicate competitor and general market activities and identify opportunities for Abercrombie & Kent and Crystal market share opportunities.
- Be able to represent Abercrombie & Kent and Crystal to guests and potential guests.
- Regular tracking of sales calls and database management through OneIS/Salesforce.
- Other responsibilities as directed by Abercrombie & Kent and Crystal's VP Sales APAC

Required knowledge and experience

The ideal candidate will have in-depth experience in the luxury market with successful, established industry relationships.

- Minimum 7+ years' experience in the travel industry as a Sales Manager
- Extensive experience in the luxury segment with cruise or tour experience
- Proven experience and track record in relationship management
- Extensive knowledge and experience across multiple travel sectors with very strong trade connections across multiple Asia markets
- Thorough understanding of the luxury travel segment.
- Demonstrated sales ability and energy and drive to exceed sales targets
- Language requirements: Must speak, read and write fluent Mandarin and English. Ability to also speak Japanese will be highly regarded.
- Excellence in presenting with strong public speaking skills.
- A desire for sales success
- High degree of attention to detail and tenacity
- A positive team player with who puts the team ahead of self.
- Possesses enthusiasm and a 'can do' approach to the role.
- Flexibility to identify and take on new ideas and projects.
- Self-leadership with a high level of organisational and time management skills
- Committed to the highest level of customer service.
- Exceptional communication and negotiation skills
- Passion and enthusiasm for travel and the travel industry
- Fully conversant with the Microsoft office suite of programmes, particularly Word, Excel.
- PowerPoint skills are a must.
- Experience in using an in-house travel system.
- Prior experience and commitment to using a client database.
- Regular travel will be required throughout the region (including familiarisation trips)
- Must have driver's license.
- Must have ability and willingness to travel to all APAC countries (i.e., no visa or other restrictions)
- Out of hours work will be required to attend industry events, agent functions, conferences, and training.
- The ability to work within and across the wider dynamic A&K Travel Group team and to openly share information with others.
- Ensuring the Abercrombie & Kent and Crystal values are demonstrated and adhered.

Location: Fully remote in Hong Kong or Singapore

Status: Permanent Full-time

Contact Number: (03) 9536 1800

Contact Email: HR@abercrombiekent.com.au

Application Procedure: To apply for this position please view the Job Description on our website <https://www.abercrombiekent.com.au/careers/current-vacancies> and send a current resume & brief cover letter outlining your motivation and suitability for the role.