



## Sales Team Leader

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Branch:	AUS
Work location:	Brisbane Office, Australia
Reports to:	Branch Manager, Brisbane Office

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### Our Values

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In everything we do at InsideAsia Tours we aim to act be in line with the company's five core values: Trustworthy, Knowledgeable, Ethical, High Quality, Friendly. These are at the heart of the organization, and the company looks for every individual to demonstrate these values on a daily basis.

### Leadership & professionalism

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InsideAsia Tours encourages everyone to take personal responsibility for leadership within the organisation. Each member of the team is expected to exemplify the company values through their work and professional conduct. We expect everyone to set an example to those around them and to be conscious that they are representing the company when working with customers and partner organisations.

### Job Purpose

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The Sales Team Leader is responsible for leading and developing a team of Travel Consultants; creating an environment in which they can perform at a consistently high level, achieving sales and customer service targets, and working in a sustainable, independent and self-motivated manner.

### Relationships

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The STL works in a collaborative partnership with a team of STLs. They will interact most closely with those in their own branch but should actively build constructive working relationships with other STLs across the company to exchange ideas and share best practice. Within the branches the STL team will offer mutual support to cover absence and provide leadership, maintain consistency in approach, and generate positive ideas for the continued improvement in standards within the Sales Dept. The STL will interact closely with Sales Support and Operations teams, to ensure smooth communication and process flow for all client bookings.

### The Role

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The Sales Team Leader manages a team of up to seven Travel Consultants. The STL will ensure that each team member's performance in sales and customer service meet company expectations and that company values are being promoted and adhered to. The STL is responsible for identifying development needs and knowledge gaps; they play a key role in designing and delivering training and support at both team and individual level, and in ensuring its ongoing implementation. They are the first point of escalation for any problems and should authorise suitable action by their team in the majority of cases.



## **Level of budgetary responsibility**

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The Sales Team Leader contributes toward the setting of annual targets, in collaboration with the Branch Manager and Sales Director. The STL is responsible for a small monthly incentive budget for team morale and motivation purposes.

## **Outputs**

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- A team of high performing Travel Consultants, consistently achieving their monthly targets
- A consistently high average client feedback score for the team (above 70% Superb)
- A productive, positive and supportive working environment, built on trusting relationships
- A minimal level of complaints and errors

## **Main tasks and responsibilities**

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- Providing the first line of management support to the team; assisting in resolving issues and finding the answers to questions
- Proactively monitoring team workload, sales and customer service and reporting KPIs to Sales Manager
- Utilising the full range of managerial approaches to challenge and develop individual TCs at all levels of experience
- Assisting with time management and task prioritisation in busy periods, as required
- Leading call blocks and collective team actions, such as proactive selling and client courtesy calls
- Playing a role in the recruitment, induction and training of new starters
- Providing intensive support and guidance for new starters during their 6-month probation period
- Carry out quality control checks as per Sales Dept policy
- Devise engaging sales incentives and challenges to motivate and reward attainment of team sales targets

## **Enquiry management**

- Distribution and tracking of new enquiries amongst own team
- Coordinating with Sales Manager and STL colleagues to ensure enquiry management balanced across IAT to maximise conversion rates
- Ensuring enquiries distributed according to capacity of individual team members
- Ensure sufficient phone coverage within team at all times of day
- Manage team holiday time to ensure adequate capacity within team

## **Customer service**

- Support for complaint-handling and managing operational issues
- Liaise with Nagoya office tantos/local suppliers, to ensure effective support



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### **Training and development**

- Promoting a culture of self-analysis and peer support within the team
- Leading constructive appraisals and ensuring follow up through effective Personal Development Plans
- Involvement in design and delivery of group and individual training
- Analysis of training needs, and ensuring any training delivered is implemented and embedded

### **Leadership and other tasks**

- Contributing toward the overall leadership of the Brisbane Office
- Collaborating with STL colleagues to contribute toward the continuous improvement of departmental performance
- Deputising for Branch Manager where necessary
- Other reasonable tasks as requested by Branch Manager and/or Directors

### **Experience and key skills required**

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- Positive, mature and self-motivated character
  - Strong interpersonal skills
  - Ability to guide and coach others to fulfil their potential
  - Confident in presenting to groups
  - First rate communicator
  - Excellent IT skills, particularly knowledge of Axum
  - Knowledge of Japan and/or Indochina, Myanmar as relevant to team
  - Flexible and able to multi-task
  - High Productivity – able to get a lot done
  - Committed to IAT values and supportive of management initiatives
  - Experience first-hand of a travel sales role

### **Desirable attributes**

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- First-hand experience of the key destination for the team in question
  - Knowledge of our other destinations
  - Sales management experience in travel or other industries
  - Coaching skills



## About InsideAsia Tours

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InsideAsia Tours Ltd (IAT), is a growing travel company whose head office is in Bristol, with other sales branches located in Boulder, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000, InsideAsia Tours which specialises in travel to the Indochina region and Myanmar. The multi-award winning InsideJapan brand is one of the world's largest and most respected independent providers of travel to Japan. The company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover.

Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer budget or personal interests. Our holidays grant people the chance to experience both the popular and little-known aspects of Japan, Myanmar, and Vietnam culture, giving customers an insight into the diverse character of the relevant country.

## Work Culture

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You will be working in a vibrant office with a great team of employees all with a passion for the destinations, a belief in the brands and a strong sense of collective values and purpose. Our work culture is supportive, creative and dedicated and is at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it will be important that you play your part.

## Pay and Benefits

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**Starting salary:** AUD from AUS \$54,330-\$60,480 gross per annum (depending on skills and experience), plus a sales-related bonus

**Hours:** 38 hours per week (9:00 to 18:00 Monday, 9:30 to 18:00 Tuesday to Friday, with 1 hour for lunch)  
*(Some reasonable overtime is anticipated for busy periods)*

**Holiday:** 20 days Annual Leave

**Superannuation:** 9.5%

### Probation period:

6-month probationary period, which can be extended by 1 additional month if necessary.

### Please note:

Candidates will need to have the right to work in Australia as a full-time permanent employee; for this position we are unfortunately unable to sponsor visas or accept Working Holiday visa applicants.

**Report to:** Branch Manager

If you have any questions about the company, the position available or submitting your application, please contact: [tim.o@insidejapantours.com](mailto:tim.o@insidejapantours.com)