

JOB DESCRIPTION

Position: Sales Agent - Anchorage and Seward Office
Reports To: Sales and Customer Service Manager

Summary

This position interacts with customers on the telephone and in person to sell and provide information about Major Marine Tours' cruises and related services. The primary objective of this position is to sell cruise packages and process the resulting reservations, matching product(s) with customer needs and expectations. Incumbent will display professionalism and enthusiasm in dealing with customers and fellow staff members. A sales and quality customer service orientation is a must. Actively seek out ways to help others and assist in projects.

Accountabilities

- Have an in-depth knowledge of the products, packages and services offered by Major Marine Tours, understanding their features and benefits.
- Understand the product offerings of our travel partners and those of the competition.
- Respond to customer inquiries about cruises and/or special offerings and ask probing questions to determine what it is they are really looking for and what is important to them in making a decision.
- Match the customers needs and wants with a Major Marine Tours product and/or transportation package.
- Ask for the business.
- Describe the benefits of upgrading to our exclusive All-You-Can-Eat Salmon & Prime Rib Buffet and Dessert Bar (if customer has inquired about our "no meal" price) and ask to upgrade.
- Accurately process cruise reservations for our cruises and/or cruise/transportation packages, making the necessary reservations with outside agencies.
- Deliver brochures and other sales materials to hotels, travel agents, and other parties.
- Display teamwork in working with others to complete special projects as assigned by the Sales and Customer Service Manager and/or the Executive Assistant.
- Accomplish "side duties" as assigned between sales opportunities (e.g. preparing customer communications, double checking reservations and payments, making copies, stocking supplies, etc.)
- Assist in keeping an excellent appearance for the office (e.g. keep work and common areas clean and orderly, dust, vacuum, take out garbage, etc.)
- Notify Sales and Customer Service Manager of any new advertising seen from our competition (ads on buses, in movie theaters, television, radio, newspaper ads or articles, etc.)
- Maintain and update accurate block spaces.
- May be called upon to assist other Major Marine Tours offices.
- Complete other duties as assigned.