

Courchevel Sales Team Leader/Administrator 2010/11 Season

This role is ideal for people who do not want to be stuck behind a desk for their season! An ideal candidate is someone who is very sociable, enjoys meeting new people and relishes the challenge of leading from the front! You are the off-hill face of New Generation in-resort and the main contact for seasonal staff and tour operators.

This role is split into 2 parts:

- Sales Team Leader (c.20 hours)
- Shop Administrator (c.18 hours)

The two parts of the role do overlap which is why it works! To help in your understanding of the role we have split the responsibilities.

Sales Team Leader

The main role of the Sale Team Leader is to implement the in-resort sales effort.

The sale team leader liaises directly with the Sales Manager (Ewan Mackie) who is overall responsible for all sales teams across all resorts. The Sales Manager plans and directs the sales initiative with the sales team leaders implementing them in-resort.

The Sales Team Leader will liaise with the Chief Administrator & the Resort manager to ensure there is a link between sales and instructor availability.

The Resort Manager is your overall line Manager and is the person who you are accountable to at all times. You should keep them informed an update on a weekly basis to ensure clear communication through the resort team. You will however have the most day to day contact with the Sales Manager.

Responsibilities

- **Set up the sales weekend**
 - Call tour ops and plan routes for the sales team
 - Brief the sales team and co-ordinate their routes
 - Put together the weekend sales packs for the sales teams
- **Manage the Sales Team**
 - Ensure each sales team member is being effective
 - Flag up any training needs to the Sales Manager
- **Report to the Sales Manager & the Resort Manager (your line manager)**
 - Meet with the SM & RM every week (by phone or in person)
 - Report on sales made in-resort – identifying any areas of opportunity or weaknesses.
- **Act as main contact for Tour Ops/Staff**
 - Be the main contact tour op staff requiring lessons for guests
 - Main contact for any tour op queries – these would then be passed on to RM
 - Attend welcome drinks / chalet meals at start of season
- **Meeting Point**
 - Help at the meeting point on Monday mornings
 - Meet and greet clients

- Helps clients find the right instructor
- Ensure lessons go off smoothly
- Wait for any late clients / liaise with office

Working Week: Hours & Tasks

A typical week is as follows:

Thursday / Friday – setting up sales weekend

- Sending out communication and availability to tour ops.
- Setting up seasonaire lessons for the following week
- Meeting with Resort Manager to plan lessons
- Meet (in person /Skype) with Ewan Mackie

Saturday/Sunday – the sales night

- Print out maps, availability etc. For sales team kits
- Plan chalet visits
- Flyer/posters around town – drumming up business
- Put on all payments and ensure all gone through (essential before any lessons take place)
- Chalet Visits / Sell lessons!

Monday Morning – lesson launch

- Set up lessons and week
- Meet guests at meeting point
- General Administration finalise (may be carried out later if required)

Shop Administrator

Working as part of a small team in the resort office. The main part of the role will involve answering potential client queries from clients walking into or calling the shop. You will have sales and customer satisfaction targets.

You work on a rota basis Sunday to Saturday. As you have Sales Team hours at the weekend your main office hours (c.15hours) will be during the week. There will be lots of opportunity for skiing and leisure time but some working hours obviously fall during the day. We try to work the rota so you get 2 clear days off which we think is rather good!

All staff receive the opportunity to receive free ski and snowboard lessons at their own discretion. There are a number of socials during the season. All staff receive Fat Face uniform (or similar) which they are required to wear when in the work place.

Enquiries/Sales

- Dealing with enquiries by phone and walk ins
- Processing Bookings and Payments for ski school
- Chasing in-resort unpaid bookings
- Processing in-resort refunds

- Helping to maximise New Gen lesson sales through effective Hub management
- Promoting local ski rental shop
- Promoting and updating client wait list (for following season)

Managing clients in the ski school

- Preparing bibs, badges and certificates for children's lessons
- Group changes
- Managing late arrivals, clients who do not turn up or cancellations
- Managing accident/incident procedure
- Dealing with complaints
- Client Insurance letters
- Promoting, collecting and logging in-resort client feedback forms

Managing Instructors

- Printing Instructors lists for ski school
- Informing instructors of new bookings
- Helping with the meeting point organisation as required
- Logging time off requests (for sign off by manager)

General office duties

- Dealing with general enquiries from both English and French local businesses and resort guests
 - Taking messages in French and English
 - Checking voice messages and responding to clients
 - Keeping office area clean, tidy and clear of unnecessary items and paper work
 - Preparing daily cash up
 - Staff lessons
 - Changing the back up tape
 - Coffee machines sales and maintenance
 - Brochure stock up
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Contract Details:**Salary**

Hourly rate 8.50€ plus commission bonus* and expenses for use of own phone and car. You are employed from the UK.

Car

As the Sales Team Leader a car is essential. Mileage is calculated from the office on the sales night (35p per mile).

Mobile Phone

You are provided with a company mobile phone. You are on call for tour ops /reps for any in-resort sales.

The North Face

We have lots of ski kit (pants, jackets etc.) which will be available to buy at very little cost!

Lift Pass

You receive a Courchevel lift pass.

Ski / Board Lessons

We actively encourage you to have as many free lessons with our instructors as possible!

Accommodation

We do not provide accommodation as we are only a ski school (not a tour operator!). We do however provide help on sourcing accommodation.

Start Date

There will be training with the rest of the office staff from the 29th Nov 2010 (TBC).

Sales Bonus

To be eligible for the loyalty bonus you must have worked a minimum of 12 weekends.

The bonus is calculated on your 1% of total sales made in chalet visits. Sales made in the shop are part of your normal role. Every sale you make is tracked on our system so you can check how many you have made.

Revenue Bonus % Bonus €

Revenue	Bonus %	Bonus €
10000	1	100
15000	1.5	225
20000	2	400
25000	2.5	625
30000	3	900
35000	3.5	1225
40000	4	1600
45000	4.5	2025
50000	5	2500

**FYI The Sales Team Leader in Courchevel in 2009/10 received a 900 Euro sales related bonus.*

For more information or to apply please contact Matt Cooke
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