



JOB DESCRIPTION – US AGENT RELATIONSHIP MANAGER

POSITION – Agent Relationship Manager

COMPANY – Asilia Africa

LOCATION – TBC / US Based

LINE MANAGER – Group Agent Relationship Manager

Introduction & Job Summary

At Asilia we aim to be an Organization that offers Better Experiences and Strong Positive Impact. We give people joy and appreciation in iconic wildlife & wilderness areas in a way that makes a positive lasting impact on the environment and its people. Behind the scenes, we diligently build our operational, sustainable and marketing/sales capabilities and access to capital to enable scaling up the experience and impact.

We are looking for a professional Agent Relationship Manager to be based in the US.

1. Responsibilities / scope of work

- *Agent Team:*
 - Manage relationships with key agents (global) in partnership with Agent Team. Key Markets are USA & Canada which are defined as North America
 1. Develop a robust proactive marketing strategy to ensure a steady growth from source markets. In particular
 - i. Increase in bed nights
 - ii. Increase in overall revenue
 - iii. Protect and grow the achieved rate per geography
 - iv. Growth in reliance on Asilia product from key markets by supporting those agents ground handlers
 2. Specifically identify, acquire, develop and grow all channels within this geographic zone
 3. Determine, communicate and implement appropriate levels of commission for individual agents for all your markets (in conjunction with Agent team members)
 4. Respond to daily requests/complaint handling from your key markets.
 - i. Handle booking enquiries and questions of key agents as required
 - ii. Ensure quality and sound handover of enquiries to wider sales team
 5. Develop relationships and look after interests of agents both proactively and reactively.
 6. To develop and deliver a functional retail agent strategy for Asilia in conjunction with agent team, Group Sales Director and Group Sales Manager.
 7. To travel as deemed necessary to fulfill the targets for the geographies in which you work.
 8. Support of Finance dept. in managing individual agent account balances.



GENUINE SAFARIS | GENUINE DIFFERENCE

9. Contribute to development of material (along with Agent team) for the unit
 10. Contribute to Agent Zone as required
- *Sales Team:*
 1. Develop clear and strong lines of communication with your relevant sales teams.
 2. Assist in the growth of the sales department as a whole through engagement and support.
 3. Maximise the sales efficiency of individuals through support, troubleshooting and capacity building.
 4. To fully understand sales process and systems used to drive the business.
 - *General*
 1. To encourage inter department co-operation
 2. To take on management and delivery of key projects as they arise as advised by Group Sales Director.
 3. To assume leadership roles as needed and advised.

2. Required qualities and skills:

- An excellent communicator (across all cultures, including good understanding of east African cultural context)
- Great people manager with ability and willingness to lead by example
- Responsible 'go to' person
- Sharp commercial awareness
- Energetic
- Good organisational skills and ability to work well under pressure
- Ability to take on board and disseminate constructive feedback from external and internal sources

3. Required experience:

- Minimum 5-10 years experience of broader industry sector (hospitality & tourism)
- Experience and good understanding of East African Safari tourism environment
Proven track record in delivering strong end results at various levels in the industry, ability to set and meet targets
- Experience of as many aspects of industry as possible (ideally more than one side of the fence)
Experience of dealing with and delivering on western business demands
- Experience and good understanding of budgets and commercial target setting
- Experience with sales and marketing reservation systems

Should you be interested and would like to be considered for this position, please email your updated CV and covering letter to carly@asiliaafrica.com before 20 January 2017.