



Amsterdam, Netherlands

SENIOR SALES SUPPORT ASSISTANT - AMSTERDAM - 230002M9

Closing date: 06 Dec 2023

Job Purpose

- Provide Sales Support to the Sales Manager and Sales Executives by handling trade and direct enquiries and work with the Sales Team in supporting the development and implementation of strategies and action plans to grow and support sales revenue targets.
- Handle trade and direct enquiries for Emirates net fare contract holders by actioning their requests in line with contractual requirements delivering high standard of service to clients.
- Make all necessary arrangements for client familiarisation trips, action staff AD tickets for all contract holders via E-IRA system.
- Distribute and log all event tickets as and when required and assist Sales Executives with preparation of visual material for travel trade events and fairs.
- Prepare and distribute Sales Agency Agreement or Contract Letter for new Seat Only, IT or Corporate Agents, update SharePoint and generate reports from CBI and salesforce.com as required.
- Draft response letters to general commercial correspondence, redirect correspondence to relevant departments or sales sections where appropriate.
- Obtain approval, keep records and provide stats for ad hoc fare amendments and ad hoc conditions of travel amendments, e.g. excess baggage, ticket/fare validity, change of class, switch sale.
- Work as link between the sales force and the sales support team to develop and implement strategies and action plans to grow and support sales revenue targets.
- Handle various administrative sales-related tasks such as the preparation of sales calls, set-up and handling of customer contracts, customer telephone support, etc.
- Produce commercial reports using Emirates Group's systems as and when required.
- Monitor performance of customer accounts, segments and channels, mix and destinations and reporting on deviations using EK business intelligence data and reports in order to keep track of sales targets.
- Focus support for TMCs and Key Agency Accounts that underpin our Global and local Commercial Agreements which help drive our high yield business. Assist Key Account Manager and corporate sales with updating and monitoring corporate agreements.

Qualifications & Experience

- Educated to 'A' Level standard or equivalent
- Minimum of 3 years' experience in airline sales support or travel agency role or similar commercial role.
- Excellent knowledge of Airline Reservations & Ticketing
- Working knowledge of Corporate, Leisure and Consolidator Markets.
- Good knowledge of IT and Net/Group Ticketing.
- Proficient in all MS Office applications including Word, Excel, PowerPoint and data and statistical presentation.
- Fluent in written and spoken English and Dutch.

Information

Applicants must have the legal right to live and work in The Netherlands. The Company will not provide assistance with obtaining work permits.

Salary & Benefits

Join our growing team and enjoy a competitive remuneration package, discounts on flights and hotel stays. Find out more about working with us on our website www.emirates.com/careers