



the smarter way to see the world

<https://smartours.com/job/tour-expert/>

## Tour Expert

### Description

#### Summary

Are you a passionate traveler with a knack for connecting with people? Do you thrive in a fast-paced sales environment and love helping others create unforgettable memories? smarTours is seeking a charismatic and knowledgeable Tour Expert to join our remote team. As a Tour Expert, you'll be the first point of contact for potential customers, guiding them through our diverse portfolio of tours and crafting personalized itineraries that turn their travel dreams into reality.

#### Why smarTours:

- **Mission-Driven:** Contribute to a company that makes a meaningful difference in people's lives through accessible and enriching travel experiences.
- **Collaborative Culture:** Join a team of passionate professionals who value innovation, customer focus, and continuous improvement.
- **Flexible Work Environment:** Enjoy a fully remote, flexible work schedule that allows for a healthy work-life balance.

#### Our Team

Founded in 1996 with one goal in mind: to make it possible for our customers to experience more once-in-a-lifetime trips. We are the down-to-earth travel experts whose mission is to make world travel within reach of more people. Offering more than 40 carefully curated and smartly priced tours to exotic global destinations, smarTours is a leading provider of direct-to-consumer travel experiences that focus on each destination's history, people, culture, attractions, and sights. smarTours enjoys a loyal community of repeat travelers who have discovered the smarter way to see the world.

### Responsibilities

#### Your Impact:

- **Customer Experience Champion:** Engage with potential travelers over the phone and email, understanding their travel desires, preferences, and budget. Build rapport and establish trust with customers throughout the sales process, ensuring an exceptional customer experience.
- **Sales & Product Expert:** Become an expert on smarTours' diverse range of destinations, itineraries, and travel styles. Craft personalized travel itineraries that align with customer needs and budget, and effectively communicate the unique value proposition of smarTours' travel experiences.
- **Pipeline Manager:** Independently maintain a healthy and organized sales pipeline, accurately tracking leads and opportunities. Make daily outbound sales calls and emails to warm leads based on targeted campaigns. Use effective consultative selling techniques to identify customer needs, and be able to advise on the right destinations and tours to close the sale.
- **Team Collaborator:** Engage in team meetings and training sessions to build your knowledge base and awareness of company initiatives.

### Hiring organization

smarTours

### Employment Type

Full-time

### Date posted

July 8, 2024

### Application

[Apply Here](#)

Represent smarTours at local and regional travel industry events as required.

- **Operational Support:** As needed, form part of our departmental on-call rotation to assist with travel-related emergencies; must be available for after-hours and weekend call duties periodically. Accurately book and confirm reservations in a timely manner.

## Qualifications

- **Sales Acumen:** 3+ years of recent experience selling travel products with a demonstrated track record of achieving sales targets and KPIs. Excellent sales and negotiation skills with the ability to close bookings.
- **Customer Focus:** Strong listening skills and the ability to identify customer needs. Friendly and able to connect with our customers. Experience in consultative, solution-based selling.
- **Communication & Collaboration:** Strong verbal and written communication skills to connect with customers via phone and email. Self-motivated and able to work independently as part of a remote team.
- **Organization & Efficiency:** Excellent organization skills, able to successfully manage multiple leads and customers concurrently.
- **Technical Aptitude:** Tech-savvy; experience with Microsoft Office or Google Suite tools, and the ability to learn our in-house booking engine.

## Key Results Areas:

- **Revenue Generation:** Consistently achieve or exceed monthly sales goals by maximizing revenue potential through effective sales strategies and customer engagement.
- **Customer Satisfaction:** Foster client relationships that generate repeat business and referrals by providing exceptional customer service and personalized travel recommendations.
- **Product Knowledge:** Maintain a high level of destination and tour product knowledge, staying informed about current travel trends, promotions, and industry news.

## Job Benefits

- **Competitive Compensation:** A competitive base salary plus monthly commission with no cap.
- **Health & Wellness:** Health insurance (cost subsidized by the company).
- **Time Off:** 20 days PTO, plus 5 sick days and 11 holidays off annually.
- **Travel Perks:** Travel benefits including at-cost vacations and free inspection trips, plus travel opportunities for team building.

**Note:** All candidates for this role must be authorized to work in the U.S. without needing visa sponsorship

## Job Type

- Full-Time
- Mostly in office (Nashville, TN)