

The Learning Adventure – Job Description Sales Admin Support (Australia)

The Learning Adventure is a leading educational tour provider for school and university students, operating educational trips across the globe. The company focuses on offering bespoke itineraries that deliver prescribed learning outcomes and unique, engaging activities to inspire the next generation of global citizens.

The Learning Adventure is part of the Transforma Travel Group, a leading youth travel company. Transforma's family of brands create culturally enriching, off-the-beaten-track, and educational adventures for travellers and students alike. Across all our brands, our mission is the same: to expand minds through transformative travel experiences.

The Role:

The Learning Adventure is currently recruiting for a Sales Admin Support role.

Based in our Ho Chi Minh City office, but working across our Australia market, you will play a vital role in managing the overall sales and operations workflow, and ensuring efficient and accurate coordination between schools, preferred agency partners and our organization. As the key point of contact, you will oversee the end-to-end management of quotes, distributing them to the relevant operations team and managing the timely return within client and company expectations before converting quotes into our preferred format and preparing them for return.

The role is a key contributor to the overall efficient workflow process of the sales and operations teams, and is well suited to someone with experience in working to tight timelines, and who can demonstrate attention to detail and exceptional time and calendar management.

The role will also incorporate project work at certain times, requiring communication with a range of suppliers relating to inbound product including risk management framework documentation and management of the relevant folders. This will involve communication across internal departments such as Product and Marketing and providing support as needed.

Working out of our Vietnam office and reporting to your respective General Manager, you will be part of a growing international team whose passion is developing exceptional educational experiences.

Responsibilities	Role Weighting
<p>Quote Curation – Procedure</p> <ul style="list-style-type: none"> • Be the main contact point for our preferred agency partners in Australia and New Zealand for all quotes, according to our contract terms. • Be the main contact point for our schools in Australia and New Zealand for all quotes generated from online activity, referrals or leads direct. • Complete the quote request template and submit additional information (if provided) to relevant operations team. • Create or update tracking sheets and CRM pipelines as required. • Manage timelines to ensure timely return of quotes from operations team, while managing client expectations. • Upon receiving quotes from operations teams, convert budget and costing sheets into appropriate format in readiness to send to client. • Assist in returning quotes to agency partners and schools as and if required, updating tracking sheets and pipelines accordingly. 	<p>50%</p>
<p>Booking – Procedure</p> <ul style="list-style-type: none"> • Create trip codes and add to tracking sheet. • Create booking contract and update tracking sheet. • Send invoice request to TLA finance team. • Once booking contract is approved by the GM, send to client. • Manage calendar to ensure communication with clients is timely, to ensure financial deadlines are met according to terms of contract. • Maintaining an existing client base and managing all enquiries by providing clear and accurate information to our operations team. 	<p>40%</p>
<p><i>(Other projects as required)</i></p> <p>Risk Management</p> <ul style="list-style-type: none"> • Assist with overall management of the supplier risk documentation folder as an initial project and ongoing as required. • Communication with the product team as required (i.e. inbound contracting) • Communication with suppliers on timely completion of risk assessment documents and manage communication as needed. <p>Product</p> <ul style="list-style-type: none"> • Liaise with marketing team on all itinerary aspects (inbound) • Point of contact for DMC's when creating inbound programs, requesting itineraries and working with GM on amendments are required • Working with marketing team, prepare itineraries for uploading onto website (including costings in AUD) • Coordinate sales training as required for inbound product 	<p>10%</p>

Competencies:

This is a fantastic opportunity to work in a rapidly expanding educational travel team, with internationally minded colleagues who are passionate about the tours that we run! The role should demonstrate Transforma Travel Group's core values – Courage, Curiosity and Community. We are looking for a new member who is:

- **An effective communicator:** Need to be able to outline the awesome aspects of our trips, fluently in written and spoken English. The role requires regular conversations by phone and in person with a range of senior school leaders, preferred agency partners, suppliers and clients in general, along with exceptional email communication.
- **Curious:** Demonstrate you are willing to learn all aspects of the role in order to carry out the requirements with a view to exceeding expectations.
- **Client-focused:** Understand the requirements of clients and develop an approach which meets these.
- **Courageous:** there are often better and more efficient ways to do things. The confidence to suggest new process or raise new methods of tackling issues is important.
- **Organized:** A careful, organized approach to work is essential for this role.
- **Community:** You are comfortable dealing with all your colleagues across the organization, in a respectful and well-considered manner.
- **Ambitious:** Comfortable in a fast-growing environment - with lots of opportunities for personal development.
- **Hunger to learn:** Passionate to improve yourself and experience an internationalized world.

Good to Haves:

- Relevant experience within the travel industry
- Destination knowledge of the country

Please send your CV and a cover letter to: anh.truong@transformatravelgroup.com

We look forward to receiving your application!