



The Learning Adventure - Job Description Sales Support Officer - China

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:

We are now seeking to recruit a Sales Support Officer to help build and develop relationships with schools in Mainland China; as well as working with and reporting to lead for China sales. The role will be based in our Shanghai office and will involve liaising with schools daily, with some sourcing and managing sales enquires, ensuring excellent customer satisfaction, and promoting our market-leading learning adventures.

Responsibilities:

- Support China sales with preparing sales quotations, supporting documents, and power point presentations
- Support with some translation of documentation
- Communications with clients. Via email, WeChat, virtual meetings and occasional in person meetings
- Harvesting and sourcing new leads/new sales enquiries from teachers and schools across Mainland China
- Researching schools and organisations to identify new leads and potential new markets - some cold calling may be required
- Attend meetings with senior leadership teams from schools as well as occasional presenting at parents' evenings and trip briefings
- Attendance at consumer travel shows and other events, as required, and support for the event preparation stages
- Encouraged to contribute any new ideas, for sales processes and for business development channels
- Keeping our CRM, databases and bookings records up-to-date and accurate



- Support sales with administrative tasks and good knowledge with Microsoft office (word, excel, PowerPoints) would be an advantage
- Be flexible in assisting with other tasks in a fast-growing sales department

Competencies:

This is a fantastic opportunity to work and learn more about the fast-moving Educational Travel sector, with internationally minded colleagues who are passionate about the tours that we run! We are looking for a new member of the team who is keen to grow and develop with the following attributes:

- Ambitious and target-driven as well as wishing to work as a great team player
- Organised and able to balance a reactive workload together with ongoing projects
- Has strong written skills in English & Mandarin
- Has a confident, clear and approachable telephone manner
- Capable with Microsoft Word, Excel and PowerPoint Experience
- Comfortable in English and Chinese Mandarin

Experience:

- Minimum 1year sales/business development/customer service experience would be an advantage, however full training will be provided
- Interest in Travel and Education

What you get from us:

- **Responsibility:** Freedom to execute on your ideas, plan your own schedule and build the change you want to see in the organization.
- **Support:** We'll invest time in you to allow you to succeed. It is important to us that our team members develop professionally during their time with us.
- **Opportunity:** We are a rapidly growing company in our space. We expect to move from a medium- to large-sized entity within 2 years, so this is a very exciting time for the business.
- **Fun, growing team:** Be part of the action and grow alongside us.

Terms:



- Salary and Benefits 8-12K CNY per month salary and commission - experience dependent
- Opportunities to travel for work and discounted tours
- Mix of remote and in-office work (Shanghai Office)
- 10 days annual leave
- Start Date - August 2024

How to apply:

- Send your resume and brief self-introduction to:
lucy.west@transformatravelgroup.com