

## **Vacancy at N/a'an Ku Se Wildlife Experience - HQ**

An exciting and challenging opportunity is available for a **Sales Manager** to join our team. The successful incumbent will be based at the N/a'an Ku Se Head Office, 2 Chapman Street, Klein Windhoek.

### **Overview:**

The Sales Manager will support the Sales and Marketing Director in driving sales across various market segments within Namibia. This role involves maintaining relationships with key clients, planning and executing sales initiatives, and ensuring that all agents are equipped with the latest information. The Sales Manager will work closely with the Marketing Manager to align sales strategies with marketing campaigns and provide regular reports on sales activities. The ideal candidate should be proactive, data-driven, and possess a strong knowledge of the Namibian tourism and hospitality market.

### **Main Responsibilities (but not limited to):**

#### **1. Sales Strategy & Client Relationship Management**

- Support the Sales and Marketing Director in executing sales initiatives that target domestic clientele, ensuring strong client relationships across all market segments.
- Build, maintain, and update a comprehensive database of agents, corporate clients, government clients, and other key contacts within Namibia.
- Regularly conduct sales calls and visits to nurture and expand client relationships, providing weekly reports detailing these activities.

#### **2. Quoting & Event Coordination**

- Collaborate with Lodge Managers and the Central Reservations Department to provide accurate quotes tailored to client needs.
- Assist, oversee and delegate external guest functions to ensure they meet the organisation's standards.
- Assist in planning and organising marketing activations and sales events, including local trade shows, workshops, and corporate engagements to drive brand awareness.

#### **3. Product Knowledge & Training**

- Conduct regular product training sessions for agents, tour operators, corporate clients, and government clients, ensuring they are knowledgeable about the latest offerings, rates, and packages.
- Ensure all partners and agents are consistently updated with accurate information on products, availability, and seasonal offerings.

#### **4. Sales Initiatives & Campaign Execution**

- Propose and implement creative sales initiatives that align with the Sales and Marketing Director's strategy and support overall business objectives.
- Work closely with the Marketing Manager to design and execute joint campaigns, promotions, and strategies that drive conversions and strengthen brand visibility.

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## 5. Agent Support & Contract Management

- Collaborate with the Tour Advisor to maintain up-to-date information for agents, ensuring contracts, rates, and terms are accurately communicated and managed.
- Respond promptly to inquiries from agents and clients, providing exceptional service to reinforce positive business relationships.

## 6. Reporting & Analysis

- Provide weekly reports to the Sales and Marketing Director, detailing sales activities, call numbers, and progress against targets.
- Analyze sales data to identify trends, optimise efforts, and support strategic planning.

## 7. Administrative Support

- Assist with various administrative tasks as requested by the Sales and Marketing Director, including reporting, updating sales documents, and tracking budgets.
- Handle ad hoc assignments from the Sales and Marketing Director, ensuring timely completion and effective support.

## 8. Market & Competitor Research

- Regularly monitor market trends, competitor activities, and client needs to ensure the Naankuse Group remains competitive and responsive to market demands.
- Share insights with the Sales and Marketing Director and the broader team to inform strategy adjustments.

## 9. Client Support & Feedback Management

- Address any issues or concerns raised by clients in a timely, professional manner, fostering a client-centric approach.
- Collect feedback from clients and agents to inform service improvements and highlight potential areas of opportunity.

### Job requirements and skills:

- **Education:** Diploma or similar certification in Sales, Marketing, Business Administration, or a related field.
- **Experience:** Minimum of 2-3 years in a sales role, ideally within the tourism or hospitality industry.
- **Skills:** Strong organisational and time management skills, with the ability to handle multiple projects and priorities effectively.
- **Communication:** Excellent written and verbal communication skills, with the ability to present to and negotiate with a variety of audiences.
- **Technical Proficiency:** Proficient in CRM software, Microsoft Office Suite, and able to quickly adapt to new sales technologies.
- **Other Requirements:** Valid driver's license and own vehicle, with the flexibility to travel frequently within Namibia.

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### **Additional Information:**

The Sales Manager will be a key contributor to the growth of the N/a'an ku sê Group, playing an essential role in expanding the client base, enhancing customer relationships, and driving revenue. This role is ideal for a sales professional who is results-oriented, adaptable, and committed to furthering N/a'an ku sê Group's mission of conservation and community impact.

**Closing date for applications:** 15 November 2024

To apply for this position, please email your CV to [jobs1@naankuse.com](mailto:jobs1@naankuse.com). Please note that we are an eco-friendly and paperless company, therefore hand-delivered CVs will not be accepted.

The reference should be ***Sales Manager at HQ***

**CVs with incorrect subject lines will not be considered**

Only short-listed candidates will be contacted

