



USA Sales Manager- Northeast US and Canada

REMOTE

Key Responsibilities

The primary role of a USA Sales Manager, Northeast Region within the Singita revenue team is to care for our trade partners in line with our values and continually grow revenues from the USA and Canada. The position assumes responsibility for ensuring that our trade partners, located in the Northeast USA and Canada are constantly appraised on all new developments; any changes at Singita; rate amendments; etc.

- Travel regularly throughout allocated regions for face-to-face meetings (i.e. grow and continue to strengthen the relationship with Singita); an average of 2 weeks travel within the USA and Canada per month to visit clients in person may be required.
- Keep all trade channels of business constantly appraised on all new developments and any changes at Singita; rate amendments; etc.
- Facilitate agent and tour operator educational visits to Singita properties.
- Host educational groups to Singita properties when required.
- Maintain and continuously update CRM system with all client activities and information.
- Actively contribute to Singita's sustainability programmes within the sphere of your role and to promote sustainability within the wider Singita context.
- Co-ordinate and arrange functions in the USA as and when required.
- Assist with the co-ordination of Singita Cape Town teams client appointment schedules in the USA from time to time.
- Reconcile and report on sales expenditures monthly and manage sales expenses to stay within budget.

Key Responsibilities

- Hold accommodation space on Springer Miller for clients in order to secure it when needed and assist the revenue teams to manage bookings with agents.
- Engage with clients from within all channels of business – this includes wholesalers, retailer agents and direct guests.
- Manage the stock and shipping of gifts, Singita collateral and other items as required.
- Provide support to the Singita Group (Singita Travel, Singita Connect, Singita Tailored and Singita International) when required.
- Maximise the impact of every sales interaction.
- Develop a strategy to optimise revenues from the market.
- Finesse existing relationships and channels.
- Ensure quick responses to trade queries.
- Manage relationships with agencies in the Northeast territory affiliated with our member-consortia to ensure Singita is front-of-mind.
- Build communities with common interests and directs the team to target specific messaging to specific agent communities, developing and optimising CRM efficiencies.
- Represent Singita at trade shows and events when necessary.
- Collaborate closely with the revenue teams to ensure that all parties involved with working with trade partners fully understand the specific nature of each relationship in order for the overall Singita service offering is seamless.
- Reporting: quarterly / market trends and behaviour / other.
- Perform any other duties that can be reasonably expected from this role.

To apply email your CV to SMCcareers@singita.com or visit:

www.singita.com/about/careers



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Skills & Experience

- Two years of experience in a sales role within the travel industry in North America, preferably with Africa experience and knowledge; service experience within a high end well recognised brand is an advantage.
- Well-presented, articulate and out-going.
- Excellent communication skills.
- High energy with a “never-give-up” attitude.
- Exceptional selling ability and a natural orientation towards building relationships.
- Mature, resilient, flexible/adaptable and progressive.
- Passionate about conservation and fully brand-aligned.

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