



Africa & Middle East Sales Manager

CAPE TOWN, SOUTH AFRICA

Key Responsibilities

The main role of the Africa & Middle East Sales Manager is to develop and support our inbound trade partners based in Africa and the Middle East; to develop, support and increase business; to work closely with the global sales team with regard to business being channelled through DMC's.

- Reports to the Head of Sales
- Managing the South African Sales Executive.
- Support and work closely with the trade revenue teams on closing bookings and any details they may need assistance with.
- Organise training, and meetings with travel partners in Africa and the Middle East on a continuous basis; keep constantly them engaged with Singita.
- Confidently grow and develop key relationships in Africa and the Middle East.
- Find ways of keeping our travel partners updated in a way that personalises our stories for them in order to have a greater impact and awareness within the client's organisation.
- Represent Singita at local Africa-based industry events.
- Coordinate all site inspections for Africa and Middle East travel partners (established and new) to the lodges; follow up after each site inspection visit.
- Update the database in detail after each sales trip by recording the details of each visit/call.
- Keep the S&M team and its management fully informed about developments at travel partners in Africa and the Middle East.
- Report on market intelligence in order to understand the shifts and changes within the industry.

Key Responsibilities

- Travel partner revenue reporting and analysis.
- Support the trade revenue teams with resolving queries on bookings.
- Support the lodges with any trade-related queries that they have.
- The ability to problem solves quickly is essential in this role.
- The ability to travel for extended periods within Africa and the Middle East.
- All roles at Singita may be required to perform other tasks as reasonably requested from time to time and as required by the business and/or operation. Singita fosters a culture of collaboration, and with this support of the multi-skilling of staff.

Sales department vision: A Singita sales team member, in addition to enhancing guests' travel experiences, assists the company in maximising revenue flows to support our conservation and community initiatives.

- Provide professional, personal service to our trade partners globally.
- Enhance the travel partner experience by providing knowledgeable, expert administrative service and support.
- Collaborate with other Singita teams to provide the best possible service with both internally and externally.

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

www.singita.com/about/careers



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Skills & Experience

- At least 2 years' experience in Sales or relationship management within the luxury lodge, hotel or related industries and should ideally have existing contacts in the business.
- It would be an advantage to have previous experience working at a luxury lodge or hotel.
- Management experience working with small teams.
- A sound geographical knowledge of Africa.
- Excellent written and verbal communication skills.
- MS Office suite proficiency essential; other systems an advantage.
- Strong administrative background.
- Highly self-motivated and self-directed.
- Confidence to make considered decisions and stand by them.
- A flexible approach to working hours: comfortable working in a 24/7 "mobile connected world".
- Preferable Knowledge of the following systems: ZOHO, Springer-Miller, Lemax, Relevant reporting software, MS Office and any others that we may adopt in future.

Skills & Experience

Work style and approach:

- Curious and passionate about our industry; constantly seeking out new trends and ideas on how to enhance our guest experience.
- Sophisticated with a keen eye for quality.
- Has a collaborative working style.
- Has the ability to understand what "luxury" means in the current world of travel and is able to shift focus as this definition evolves over time.
- Has a sophisticated approach to communicating via the various channels that we use to conduct business.
- A quick learner – particularly with regard to understanding the travel trade and our internal technology.
- Understands the benefit of building key personal relationships with both suppliers and clients.

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